

Access Training and Logistics has adopted the following Code of Practice for all students/trainees enrolled under the Smart and Skilled Program

Student Rights and Obligations

All students/consumers have the right to

- expect that the education and training they receive will be a quality consistent with ASQA regulations and Smart and Skilled Contract requirements
- be informed about personal information that is collected about them and the right to review and correct that information
- access to ATL's consumer protection complaints system

All students/consumers have obligations including but not limited to

- provision of accurate information to ATL
- behave in a responsible, ethical and honest manner

Access Training & Logistics has obligations, including but not limited to:

- provide training and support necessary to allow the consumer to achieve competency
- provide a quality training and assessment experience for all consumers
- provide a clear and accessible feedback and consumer protection system including an identified consumer protection officer
- maintain procedures for protecting consumers' personal information