

Axiom Compliance Learning has adopted the following Code of Practice for all students/apprentices 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 Axiom's consumer protection complaints system

All students/consumers have obligations including but not limited to:

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

Axiom Compliance Learning's Obligations

Axiom Compliance Learning has obligations, including but not limited to:

- advise potential students on the most suitable qualification for them – taking into account their requests, needs, abilities and goals
- provide training and support necessary to allow the consumer to achieve competency
- provide a quality training and assessment experience for all consumers
- provide clear and accessible feedback and consumer protection system including an identified consumer protection officer
- maintain procedures for protecting consumers' personal information

Axiom Compliance Learning will:

- make all reasonable efforts to identify support needs of students prior to enrolment or commencement of training and provide access to required support throughout the students training journey
- comply with all requirements in the Disability Standards for Education including the provision of reasonable adjustment measures
- develop a Training Plan in the required template for each student on an individual basis. This will include any specific adjustments that will be provided to training delivery and assessment for students with additional needs