



Australian Government

**Department of Education, Employment
and Workplace Relations**



PRODUCTIVITY PLACES
PROGRAM

Your Rights and Responsibilities

When participating in the Productivity Places Program, you are expected to:

- attend any scheduled appointment with your training provider or, if unable to attend, provide adequate notice and explanation
- with the training provider, complete the Confirmation of Enrolment form and provide evidence of eligibility (applications will not be processed until all eligibility evidence has been provided)
- attend and complete training (so that you gain your qualification).

Your training provider will:

- provide information about and explain the program
- inform you of the choices available for your training
- provide you with a detailed description of the training to be undertaken and what you are required to do to gain the qualification
- conduct an assessment of your literacy and numeracy skills prior to enrolment
- offer and, if needed, conduct an assessment of Recognition of Prior Learning
- provide information about the facilities available to support your training and assessment and provide support services that meet your needs
- respond to requests for information from you in a timely way
- provide information about their Complaints Process and ensure that all complaints and appeals are addressed efficiently and effectively
- where appropriate, advise your employment service provider of your progress in training including if you fail to attend training.

If you need to change your training:

- You are entitled to change your qualification or training provider, provided it is **before** the expected commencement date of the training (if your training is organised through an employment service provider you must discuss this with them directly).
- Your enrolment for training is valid for up to 3 weeks after the expected commencement date. After this date if you have not contacted your training provider your training place will no longer be valid and you will need to reapply (your training provider will advise your employment service provider if your training place is cancelled)
- You will be able to defer your nominated qualification once for a maximum period of 6 weeks prior to the commencement date
- If you wish to make changes to your training arrangements you must advise your training provider in writing of any cancellation, withdrawal or a request to defer at least **three** working days prior to the commencement date (if your training is organised through an employment service provider you must discuss this with them directly).

If you have complaints or concerns about the training provider or quality of service:

- you should first contact your training provider. You should do this as soon as possible so your training provider has a better chance of helping you resolve the matter within a reasonable timeframe
- If your training is organised through an employment service provider, you must also advise your provider of your complaint and action taken
- Depending on the nature and seriousness of your complaint or concern, you may be requested to put the matter in writing
- If your training provider or employment service provider will not help you, or you wish to take the matter further, you may email the Productivity Places Program at productivityplaces@deewr.gov.au and provide the following:
 - your name and contact details
 - your participant identification number (this is in your letter of notification)
 - the full name and address of your training provider
 - the full name and address of your employment service provider (if applicable)
 - the complaint or the reasons for appeal
- If you do not have access to the internet, you should call the Contact Centre on 13 38 73, who will assist you with lodging your complaint or appeal.

If you have any questions:

- about your training you should contact your training provider directly
- about the Productivity Places Program, please:
 - visit www.productivityplaces.deewr.gov.au
 - or
 - call our Contact Centre on 13 38 73
 - or
 - email us at productivityplaces@deewr.gov.au .

We wish you every success with your future learning and employment.

Productivity Places Team