



AMEP learner rights and responsibilities

Your rights

As your AMEP provider we will:

- Provide you with high quality English language training, guidance and support to assist your settlement into Australia.
- Provide you with a safe and supportive learning environment and staff who are appropriately skilled and experienced.
- Take your concerns and complaints seriously and respond to them promptly.
- Treat you in a fair, respectful and culturally sensitive manner.
- Develop an individual learning pathway with you according to your needs, skills, goals and personal circumstances.
- Refer you to settlement and other support services and guide you on post-AMEP pathways relevant to you.
- Provide free culturally appropriate childcare for your (under school aged) children while you are attending AMEP classes.
- Encourage you to get the most from your AMEP experience.

Your responsibilities

As an AMEP client you are expected to:

- Attend and participate in classes, complete homework and take responsibility for your learning.
- Contact your AMEP counsellor if you are unable to attend class for any reason.
- Let us know if you intend to leave the AMEP.
- Treat teachers, AMEP counsellors, classmates and others fairly, respectfully and with cultural sensitivity.
- Follow the steps identified in your Individual Pathway Guide and notify your AMEP counsellor if you wish to make a change.
- Act in accordance with student policies and procedures.