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development easy

## Consumer Protection Policy and Procedure

### Purpose

ARC Training is committed to provide consumer protection for all of its students as part of its delivery of quality training and assessment programs and services in alignment with the Competition and Consumer Act 2010 (Cth) and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in the Fair-Trading Act 1987 & Fair-Trading Regulations 2012 (NSW).

As an RTO, ARC Training is aware of its obligation, and is committed, to meet the requirements set out by the Standards for Registered Training Organisations 2015 and NSW Consumer Protection strategy, to ensure our customers are protected and are aware of their rights, a clear avenue for making a complaint.

### Scope

This policy applies to all aspects of RTO operations and services provided to all prospective students, clients, students, RTO employees funded under the NSW Government's Smart and Skilled program.

### Definitions

ASQA	Australian Skills Quality Authority.
Appeal	A request by a learner to reconsider a result or decision regarding training or assessment.
Complaint	Dissatisfaction expressed about a product or service provided requiring resolution.
Complainant	The person or entity raising the complaint.
Customer	Prospective and/or enrolled students undertaking the Nationally recognised training course or course provided by the RTO
Formal Complaint	A written complaint that has been sent to the Compliance Manager for resolution.
RTO	Registered Training organisation
Smart and Skilled	A reform of the NSW Vocational Education and Training System that provides eligible students with government subsidised funding.
USI	Unique student Identifier

## Aim

To ensure that potential and current consumer's rights are protected and the RTO follows all related legislation and regulatory requirements by implementing the internal policies and procedures, providing dedicated roles and informing employees to ensure consumer protection by:

- Providing prospective students with the correct information about subsidised training entitlements, fees and their responsibilities and obligations.
- Conducting marketing activities with integrity and not offering inappropriate or unethical incentives of any kind to encourage student enrolment.
- Providing quality training and assessment.
- Ensuring our organisation meets public and NSW Government's expectations of ethical behaviour.
- Facilitating the resolution of any student complaints using the Complaints and Appeals policy.
- Provide a Consumer Protection Officer.

## Policy

1. ARC Training will provide students with established procedures to ensure that they are well informed of their rights and responsibilities and provided with accurate information about the available courses, student fees.
2. Providing a dedicated Consumer Protection Officer.
3. As a Registered Training Organisation to have evidence to meet the Standards for Registered Training Organisations 2015.
4. Providing the Training, assessment and support to the customer in order for them to achieve competency.
5. Providing a clear avenue for making a complaint and pathways for resolving or escalating complaint.
6. Measures for the protection of customer's personal and sensitive information.

## Procedure

### Student Rights and Responsibilities

1. Under the Smart and Skilled Consumer Protection measures students have certain rights and obligations. Students have the right to:
  - a. Expect the training, assessment and support to be a consistent quality to meet the regulations and requirements set down by the Australian Skills Quality Authority (ASQA) and Smart and Skilled contract;
  - b. be informed about the collection of your personal information and be able to review and correct that information; and access the RTO's consumer protection and complaints and appeals process.
2. Student's obligations include:
  - Providing accurate information to ARC Training
  - Behaving in a responsible and ethical manner.

## Consumer protection process

1. ARC Training will provide a consumer protection system of policies, procedures and forms which are readily available for customers and will be made aware of how to access this information.
  - a. This information includes details of pathways for resolving or escalating complaints within ARC Training, Independent bodies and regulatory bodies.
2. ARC Training has a dedicated consumer protection officer and the contact details of this person are made available on the student handbook and website.
  - a. The Compliance Manager has been designated this role to handle all complaints and ensure compliance with Consumer protection legislation and Smart and Skill contractual requirements.  
Contact details:
    - b. Email: [Maria.Mercado@arcgroup.com.au](mailto:Maria.Mercado@arcgroup.com.au); or
    - c. Office number: 02 8833 3999
3. ARC Training provides training to its employees through the induction processes and through formal and informal training opportunities where required on handling and reporting complaints, issues and concerns.
4. Students who enrol with ARC Training are covered by the Smart and Skilled consumer protection measures. Customers will be required to sign a declaration on the enrolment form that they have received the Consumer Protection Information.
5. If a Student wants to make a complaint, they must firstly discuss their issue with their trainer or Program Coordinator. Please read and follow the complaints and appeals policy and procedure for further information.
6. There are no fees or charges associated with making a complaint or appeal.
7. Any person making an appeal or complaint is reassured that their complaint and concerns are dealt with efficiently and without prejudice.
8. Smart and Skilled website and contact details (1300 772 104) are also included on all public information, enrolment forms and student induction materials.
9. All complaints and appeals are dealt with in accordance with Complaints and Appeals Procedure.
10. Every effort will be made to resolve any complaint, however if the complaint cannot be resolved within the RTO, consumers are advised to seek assistance or a review from an independent organisations such as:

### Smart and Skilled – Training Service NSW

Contact the NSW Department of Education and Communities Consumer Protection Unit for Students if you have compliance or enquiry about any service to do with Smart and skilled. Customers can do so by:

- a. Email: [smartandskilled.enquiries@industry.nsw.gov.au](mailto:smartandskilled.enquiries@industry.nsw.gov.au)
- b. call 1300 772 104

### NSW Ombudsman

Contact the NSW Ombudsman through the following:

- a. Visiting: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)
- b. Office number: 02 9286 1000

## NSW Fair Trading

Contact the NSW Fair Trading through the following:

- a. Visiting: <http://www.fairtrading.nsw.gov.au/>
- b. Office number: 13 32 20

## Australian Skills and Quality Authority

Contact ASQA (Australian Skills Quality Authority) through the following:

- a. Visiting: <http://www.asqa.gov.au>
- b. Office number: 1300 701 801

## Recording

- NSW Smart and Skilled Enrolment Form
- Complaints and Appeals Form

## Responsibility

- The Compliance Manager is responsible for implementing this policy.

## Related Policies and Procedures

- Assessment Policy and Procedure.
- Complaints and Appeals Process.
- Enrolment Policy and Procedure.
- Fees & Refunds Policy.
- Privacy Policy.
- Student Handbook.