



Consumer Protection Policy and Procedure

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Author: M Gleeson	Next Review: 10.07.2026
Administered: CEO	Signed: 

1. Purpose

The Consumer Protection Policy and Procedure policy outlines Hunter Trade College's (the College's) consumer protection strategy to ensure that all its potential and current consumers (students and their parents/carers) have their rights protected under consumer protection legislation and contractual requirements.

2. Scope

This Policy applies to all interactions with students, prospective students, employers, prospective employers, host workplaces, staff and partner organisations.

3. Definitions

ASQA	Australian Skills Quality Authority
CEO	Chief Executive Officer
Consumer	Prospective and current students and parents/carers of those students

4. Responsibilities

CEO	<ul style="list-style-type: none"> Ensure College staff understand and adhere to their consumer protection responsibilities. Ensure staff members have the necessary resources to meet their responsibilities. Monitor compliance with regulation and operating guidelines for any funded training.
Consumer Protection Officer	<ul style="list-style-type: none"> Assist consumers with complaints about training or support services. Analyse complaints for potential improvement actions and recommend changes to operating procedures where relevant.

4.1 Policy statement

The College commits to meeting its obligations to provide consumer protection for all consumers as designated in the *Competition and Consumer Act 2010*, associated Australian Consumer Law requirements, and the *NVR Standards for RTOs 2015*.

Australian Consumer Law applies to all education and training services, including:

- Advertising, marketing and promotion
- Soliciting and taking enrolments

- Education and training delivery
- Student assessment
- Complaints handling
- Requests to cancel a student's enrolment

Australian Consumer Law also applies when third parties provide these services on the College's behalf.

4.2 Our obligations

The College is obliged to:

- provide education, training and support necessary for students to achieve learning outcomes
- provide a quality training and assessment experience for all consumers
- provide a clear and accessible feedback and consumer protection system, including a designated and identified consumer protection officer
- protect consumers' personal information
- provide consumers with procedures for resolving or escalating complaints

4.3 Consumer rights and obligations

Consumers have the right to:

- receive quality education and training services that meet standards, regulations and requirements set down by ASQA and any relevant government funding body
- be informed about the collection and use of personal information and be able to review and correct that information.
- access the College's complaints handling process

Consumers must:

- provide accurate information to the College; and
- behave responsibly and ethically.

4.4 Procedures

- All information the College provides consumers about training products and services will be accurate, factual and quality controlled.
- The College will not offer incentives to encourage consumers to enrol in a traineeship.
- The College will not guarantee that students will complete their training program or obtain employment upon completion.
- Where the College uses a third party for recruitment, training, assessment or support services, the College will inform current and prospective students about the arrangements.
- The College advises students, as soon as practicable, of any changes to agreed services, including any changes to relevant legislation, existing third-party arrangements and new third-party arrangements or a change in ownership.
- Email marketing will comply with the *Spam Act 2003*, including that:
 - it only applies to previous students, people who have given express consent or where the College establishes inferred consent.

- it clearly and accurately identifies the College and how to contact us.
- there is an unsubscribe option on all email marketing.
- The College will obtain written consent when it wishes to use a person's photograph, testimonial, logo or work in marketing or promotion.
- The College will inform consumers of any limited entitlement schemes that may impact them by enrolling in a training product. Limited entitlement schemes specify when students can only access one course in a limited time frame and where exclusions from funding for other training may apply.
- The College will treat any complaint as an opportunity to review and improve the College's services. The HR/WHS Officer will analyse complaints and resolutions to inform the College's continuous improvement process.
- The College will record and store all personal information in line with the National Privacy Principles.

4.5 Complaints

The College will handle complaints under its Complaints and Appeals Policy and Procedures. For consumers relating to school-based apprenticeships and traineeships, the College has a dedicated Consumer Protection Officer:

Carol Swanson
 HR/WHS Officer
 carol.swanson@htc.nsw.edu.au
 02 4932 2400

5. Variation

The College reserves the right to vary this policy.

6. Related Documents

Internal	External
<ul style="list-style-type: none"> • Complaints and Appeals Policy and Procedures • Privacy and Personal Information Policy • Student Enrolment Policy • Student Fees Policy 	<ul style="list-style-type: none"> • <i>Competition and Consumer Act 2010</i> • NSW Quality Framework • Smart and Skilled Operating Guidelines • Smart and Skilled Policies • Spam Act 2003 • Standards for Registered Training Organisations (RTOs) 2015