

CONSUMER PROTECTION POLICY

Purpose

Contour Systems Pty Ltd trading as Contour College is committed to ensure the consumer has the right to expect that the education and training they receive will be of a quality consistent with the national VET regulator's requirements and the requirements of any Smart and Skilled contract. In addition, the College will endeavour to meet all Governments expectations in the areas of quality, ethics, accountability and responsiveness.

The College is responsible to ensure it has established, documented and accessible consumer feedback and complaints handling procedures. Learners are made aware of its availability, their consumer rights and obligations relating to this policy and that the information is well documented on all public information, enrolment forms, at learner induction and all staff is fully trained in its operation.

Consumer Rights

Complainants are entitled to the College consumer protection complaints process and to access their consumer rights regardless of campus location or mode of study. Personal information collected about them will be protected and accessible to review and correct on notice.

Consumer Obligations

The consumer is obligated to provide accurate information to Contour College and behave in a responsible and ethical manner as set out in the College Code of Conduct.

Contour College Obligations

The College will provide training and support necessary to allow the consumer to achieve competency through quality training and assessment procedures, and the provision of resources and equipment.

Contour College will endeavour to ensure our staff meet public expectations of ethical behaviour at all times. This will be achieved through our consumers being fully informed of their entitlements, fees, responsibilities and obligations, initially through our marketing material, prior to enrolment and through to completion of their learning journey.

Process

Complaints will be handled through a staged process with provision for review and appeal to ensure that every opportunity is provided to address the complaint in a satisfactory manner for all concerned. Initially, complaints will be reviewed internally by our Consumer Protection Officer. However, if the matter proceeds further it will be addressed externally with Training Services NSW whose decision will be taken into consideration by Contour College. Regional State Training Office details and our current Consumer Protection Officer name and contact details will be provided on request in the College, or immediately available in Stage Three of the Complaints Handling Procedure.

Publication

Consumer Protection Policy and Complaint Handling and Appeals Procedures will be made available to all learners and staff via Contour College website (www.contourcollege.com.au), the Learner Handbook, the Staff Trainers & Assessors Manual and staff portal.