

CONSUMER PROTECTION POLICY

Purpose

The purpose of this Consumer Protection Policy is to communicate how Contour College (Contour) manages complaints made about its services, systems, facilities or service delivery, in a fair, efficient and effective manner.

Scope

This policy applies to all complaints made about services offered by Contour, by students or potential students (consumers) or other stakeholders. All such complaints will be viewed as one and the same.

Contour is committed to informing all stakeholders about their rights as a consumer, in accordance with state/territory laws. Accordingly, Contour has appropriate systems and procedures in place to ensure the transparency of its business operations and to ensure the delivery of education, training and assessment programs meet the *Standards for Registered Training Organisations (RTOs) 2015* and other applicable quality frameworks for vocational education and training.

Contour believes that students have the right to education and training at a high standard and consistent with the national vocational education and training (VET) regulator's (the Australian Skills Quality Authority) requirements and the requirements of any government-funded contracts. In addition, Contour aims to meet all government expectations in the areas of quality, ethics, accountability and responsiveness.

Consumer rights

Complainants are entitled to Contour's consumer protection complaints process and to access their consumer rights regardless of campus location or mode of study. All personal information collected about consumers will be protected and accessible to review and correct on notice.

Contour protects consumers by:

- ensuring the training they receive will be of a quality consistent with the national VET regulator's requirements and if applicable, the requirements of any government contracts
- ensuring we meet the NSW Government's rigorous expectations in the areas of quality, ethics, accountability and responsiveness as set out in the Statement of Expectations for Smart and Skilled providers (available on the Smart and Skilled website (www.smartandskilled.nsw.gov.au))
- ensuring consumers are informed of the collection and use of their personal information, and their right to review and correct that information on request
- giving consumers access to Contour's consumer protection complaints process.

Consumer obligations

The consumer has obligations that include but are not limited to; providing accurate information to Contour and behaving in a responsible and ethical manner as set out in Contour's Code of Conduct Policy.

Contour obligations

Contour will provide training and support necessary to allow the consumer to achieve competency through quality training and assessment procedures, the provision of resources and equipment and to ensure our organisation, staff and agents meet public expectations of ethical behaviour at all times.

This will be achieved through marketing our business to consumers with integrity, accuracy and transparency and without financial incentives or other inducements. Marketing material will give clear information about all fees, charges, refunds, subsidised training entitlements, course outcomes and pathways, training and assessment arrangements, including Recognition of Prior Learning, and the selection of the most appropriate course or skillset prior to commencement.

Contour will provide support services where immediately available, or how support can be sourced externally. Any raised concerns about courses, academic results or general concerns, will initially be handled internally, with an opportunity to refer an unsatisfactory result to the appropriate state or territory registering body.

Consumer protection strategy measures

- Provide information and advice on consumer rights
- Inform consumers about Contour's grievance and appeal policy and procedures
- Respectfully receive and acknowledge the issues raised by the complainant
- Facilitate open discussions between all parties to resolve complaints or grievances
- Respond with a remedy or resolution that Contour has put into place
- Refer to other government agencies for escalation of complaints
- Advise student in the event of a change in ownership of the RTO/or when any changes to, or new third-party arrangements occur, that will affect the delivery of services to students.

If the matter proceeds beyond internal processes, it may be addressed externally with Training Services NSW or the regulatory authority, whose decision will be taken into consideration by Contour.

All contact details will be provided on request by the consumer, or immediately available in Stage Three of the Grievance and Appeal Procedure, with provision for review and appeal to ensure that every opportunity is provided to address the complaint in a satisfactory manner for all concerned.

Consumer Protection Officer

Contour College Consumer Protection Officer:

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Publications

The *Smart and Skilled Consumer Protection Strategy* and other consumer information can be found on the Smart and Skilled website (www.smartandskilled.gov.au) or phone Smart and Skilled enquiries/complaints on 1300 772 104.