

Consumer Protection Policy

1. Scope

This policy is developed to protect the interests of students (consumers) at A Grade Education and Training in relation to the training programs delivered, prospective students, current students and past students who may have academic or non-academic (administrative) related concerns and complaints.

2. Purpose

The Consumer Protection Strategy is based on a set of principles regarding the rights and obligations of consumers and obligations training providers to protect the rights of consumers.

- To ensure that the rights and obligations of the students and A Grade Education and Training are protected in relation to the training;
- To ensure the consumers are fully informed of their rights;
- To ensure that A Grade Education and Training sets out rights of the consumer that are clear and accessible;
- To ensure A Grade Education and Training processes set out as per ASQA requirements under VET Quality Framework, Consumer Protection Strategy
- To ensure A Grade Education and Training provides training that is of quality and A Grade Education and Training staff being ethical, accountable and responsive to the needs of its consumers and students;
- Ensures that students and consumers access consumer protection measures in relation to fully information about entitlements, fees applicable and obligations to A Grade Education and Training as a provider;
- Have processes that encourage the consumer feedback and discussions between A Grade Education and Training and consumer for effective resolution;
- Ensure that the student is informed about A Grade Education and Training as a provider, how it manages and responds to student queries, complaints or allegations involving the conduct of A Grade Education and Training staff or contractors;
- To ensure that student is aware of the process of complaint appeals and assessment appeals, timeframes and timeliness of the college response.

Consumer Protection Policy

3. Guidelines

A Grade Education and Training has an obligation, in turn to meet all expectation in the areas of quality, accountability, ethics and responsiveness.

- A Grade Education and Training has to ensure as a provider to offer quality of learning and assessment experience to students to achieve full competency in their chosen study area and promote a positive learning journey;
- As part of Consumer Protection information, A Grade Education and Training will have access to all students with relevant policies in relation to consumer protection, including:
 - Access & Equity Policy
 - Complaints & Appeals Policy
 - Privacy and Confidentiality Policy
- A Grade Education and Training is required to maintain the personal information on all secure, protected environment and there are sufficient measures in place for the protection of all consumer's personal records and information;

A Grade Education and Training Consumer Protection Liaison

A consumer must make their initial complaint to their training provider and first point of contact of call for consumer liaison.

Lynne O'Hagan
Academic Director
Email: lynne@agradetraining.nsw.edu.au
Phone: 1300 885 508

Relevant legislations include:

A Grade Education and Training and key personnel must comply with their requirements under Commonwealth and State & Territory legislation.

Privacy Act 1988

National Vocational Education and Training Regulator Act 2011

Competition and Consumer Act 2010