

Introduction

As a Registered Training Organisation (RTO) Riverina Community College (RCC) is committed to providing consumer protection for all of its students as part of its delivery of quality training and assessment and services.

RCC is aware of its obligations, and is committed, to meet the requirements set out by the *Standards for Registered Training Organisations 2015: Clauses 5.1 – 5.3* and NSW Consumer Protection Strategy to ensure our consumers are protected and aware of their rights, and there is a clear avenue for making a complaint.

The following outlines our Consumer Protection Policy and other information on the rights and obligations of RCC and its consumers (students) and clients.

Commencement

The commencement date of this Policy is 1 July 2024 and replaces all other Consumer Protection Policies, whether written or not.

Application and Definitions

This policy applies to all aspects of RCC's RTO operations and services provided to all prospective students, enrolled students, clients, and RCC employees.

RCC has an obligation to:

- provide the training and support necessary to allow consumers achieve competency
- provide a quality training and assessment experience for its consumers
- properly inform prospective consumers about any subsidised training entitlements, their fees and their responsibilities and obligations
- provide a clear and accessible feedback and consumer protection system including an identified consumer protection officer
- have established, documented and accessible consumer feedback and complaints handling policies and procedures
- provide consumers with details of pathways for resolving or escalating complaints
- maintain procedures for protecting a consumer's personal information.

A consumer refers to:

- prospective and/or enrolled students undertaking a nationally recognised course, or other courses provided by RCC.

A client may refer to:

- parents, guardians, or carer of a student or
- entities such as businesses, another College or an educational body or any government department dealing with RCC.

Employees refer to:

- RCC employees, agents, and contractors (including temporary contractors)

Consumer Protection Officer refers to:

- RCC Operations Manager who has this designated role.

A complaint may be an expression of dissatisfaction or allegation concerning:

- the quality of services and training provided by RCC
- RCC facilities, with particular emphasis on health and safety concerns related to students, clients, or employees
- an opinion or belief that RCC has not fulfilled its promises
- an opinion or belief that a student, client, or employee has been treated unfairly, harassed, or discriminated against.

A complainant is:

- an individual or several individuals who lodge a complaint.

An appeal is:

- a request by a student to reconsider a result or decision regarding assessment.

Rights and Responsibilities

All RCC employees recognise the rights of consumers and provide information, advice and support that is consistent with this policy and RCC's Scope of Registration as a nationally recognised training organisation.

RCC students have the right to:

- expect that the quality of their training meets the standards, regulations and requirements set down by the Australian Skills Quality Authority (ASQA) and the NSW Smart and Skilled Program
- be informed about the collection of their personal information and be able to review and correct that information (*refer to RCC's Privacy Policy*)
- have access to information about their rights as a consumer (this Policy)
- make suggestions about the delivery or effectiveness of RCC's services, and/or lodge a complaint or appeal in relation to a decision that affects them (*RCC's Complaint Policy and Procedures and Assessment Appeal Policy and Procedures*)
- be informed about the fees that may apply to their training and the circumstances in which a refund or transfer may be available (*RCC's Student Fees, Charges and Refunds Policy*)
- be treated fairly and without discrimination ([Anti-Discrimination Act 1977](#))

All students are obligated to:

- providing accurate information to RCC on enrolment and during their time as a student
- behave in a responsible and ethical manner as outlined in the *RCC Student Handbook*
- read, understand and comply with the terms and conditions that apply to training offered by RCC.

Further details on the rights and responsibilities of RCC employees and students are in the *RCC Student Handbook* which is available on the RCC website.

If, at any time a student believes that RCC is not abiding by this Policy or the *Student Handbook*, they should report their concerns to RCC's Consumer Protection Officer (Operations Manager), their trainer, or Training Coordinator, or lodge a complaint in accordance with RCC's *Complaint Policy and Procedures* available on our website.

Consumer and Cooling Off Period

RCC does not conduct telemarketing or door to door sales resulting in unsolicited consumer agreements.

Should RCC conduct such arrangements, the consumer (student or client) will be entitled to a ten (10) day cooling off period from the date of their enrolment under an unsolicited consumer agreement in order to protect their rights in making the best decision for their situation. RCC will adhere to this condition where required and inform students by providing access to a copy of this *Consumer Protection Policy*.

Consumer Refunds

RCC is committed to ensuring all enrolled students are able to successfully complete their course. RCC will only commence a course when there is a sufficient number of enrolled students, making the course viable and ensuring the availability of a trainer/assessor. Should RCC cancel a course prior to commencement, RCC will return all prepaid fees for that course to the students.

RCC also recognises a student's circumstances may change while completing their course and may be unable to continue with their course. Students are required to discuss their circumstances with their trainer/assessor or the Training Coordinator who will assist them in determining the best way forward.

A non-refundable Course Administration Fee of \$250 applies to full refunds or partial refunds as outlined in *RCC Fees, Charges and Refund Policy* which is available on the website. Students may also refer to the *RCC Student Handbook on Refunds*. Refunds are issued in accordance with the *RCC Financial Management Policy*.

Consumer Protection Process

- RCC will provide a consumer protection system of policies, procedures and forms which are readily available for consumers and employees and will be made aware of how to access such information.
- RCC has a Consumer Protection Officer and contact details of this person are available from RCC Reception and website.
- RCC provides training for its employees during the recruitment and induction process, and through formal and informal training opportunities where required on handling and reporting complaints, issues or concerns.
- Students who are enrolled in Smart and Skilled programs are covered by the Smart and Skilled Consumer Protection Measures. Students as consumers are required to access this policy as part of their enrolment.

- If a student makes a complaint, they must first discuss their issue with their trainer or Training Coordinator. For further information on making a complaint refer to RCC's *Complaint Policy and Procedures* and *Assessment Appeal Policy and Procedures*.
- There are no fees or charges associated with making a complaint or appeal.
- Any student making a complaint or appeal is reassured that their complaint or appeal will be dealt with efficiently and without prejudice.
- Smart and Skilled website and contact details are included in this policy, which is provided to students on enrolment, in the *RCC Student Handbook* and on the website.
- All complaints and appeals are dealt with in accordance with *RCC Complaint Policy and Procedures* and *Assessment Appeal Policy and Procedures*.

If consumers have any concerns or complaints which have not been addressed or resolved to their satisfaction, they may contact:

Smart and Skilled – Training Services NSW

- Email: smartandskilled.enquiries@industry.nsw.gov.au
- Call 1300 772 104

NSW Ombudsman

- Visit: www.ombo.nsw.gov.au
- Office number: 1800 451 524

NSW Fair Trading

- Visit: www.fairtrading.nsw.gov.au
- Office number: 13 14 50

Note: Any complaints to ASQA will only be accepted where the complainant has:

- exhausted all avenues in RCC's complaints process and
- only where the complaint relates to a breach of legislative or regulatory requirements by RCC.

ASQA cannot resolve disputes between students and a training provider such as RCC. ASQA's regulatory functions allow for the collection, analysis, and dissemination of information about vocational education and training. ASQA does not have the legislative power to act as a student advocate.

If assistance is required in resolving an issue with a training provider, ASQA suggests contact be made with the National Training Complaints Hotline which is a referral service and will ensure any complaint is handled by the most appropriate authority.

(ASQA Fact Sheet – Complaints about training providers)

Consumer Protection Officer

Students are encouraged to contact the RCC Consumer Protection Officer if they wish to discuss any issues regarding this policy or have any concerns as a customer.

Contact:

Consumer Protection Officer (Operations Manager)

Email: info@riverinacc.edu.au

Phone: 02 69 335 555

Related Legislation

- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [Australian Competition & Consumer Commission](#)
- [Smart & Skilled Operating Guidelines](#)

Related Documents

- RCC Complaint Policy and Procedures
- RCC Assessment Appeal Policy and Procedures
- RCC Complaint Form
- RCC Student Assessment Appeal Form
- RCC Fees, Charges and Refunds Policy
- Student Handbook

Variations

RCC reserves the right to vary, replace or terminate this policy at any time.