

Title	Consumer Protection Policy	Type	<input checked="" type="checkbox"/> POL	<input type="checkbox"/> PRO	<input type="checkbox"/> INS
Section	Quality Assurance	Reference Number	Standards 5, 6 and 7		
Endorsement Date	March 2015	Review Date	March 2017		
Version	1.0	Review Personnel	Sarah Watterson		

PURPOSE
Adult Ed is committed to ensuring that it remains compliant with the relevant legislation and regulations that protect the rights of consumers.
SCOPE
This policy is applicable to all operations of Adult Ed Community College.
PRINCIPLES
<p>Adult Ed Community College (RTO ID 6558) is a compliant organisation and takes its obligations under various legislation, standards, and contracts seriously. The organisation has quality assurance mechanisms in place to ensure ongoing compliance and continuous improvement across its operations.</p> <p>Adult Ed Community College complies with Commonwealth and State legislation and regulatory requirements on :</p> <ul style="list-style-type: none"> WH & S Duty of care legislation Workplace harassment, victimisation and bullying Anti-discrimination, including equal opportunity, racial vilification or disability discrimination Prohibited Employment Child Care and Protection Disability Service Standards Fair Work Australia Worker Compensation Taxation legislation Vocational Education and Training

Building a better community through quality work skills and lifestyle training

Provision of international education and training services
Apprenticeships and traineeships

POLICY

Adult Ed will provide services:

- with due care and skill;
- which are fit for the specified purpose; and
- Within a reasonable time.

Adult Ed will provide education, training and support of a quality consistent with ASQA regulations and funding contract requirements to allow the consumer to achieve competency.

Adult Ed will ensure that all students are informed about personal information that is collected about them and the right to review and correct that information.

Adult Ed will provide clear and accessible feedback and complaints handling policies and procedures and provide consumers with details of these pathways for resolving complaints in a timely and secure manner. (Complaints Procedure)

Adult E will inform and protect learners by supplying info: pre-enrolment, about fees and refunds, on assessment, about students' rights and obligations and any implications regarding subsidies or future access to funding.

PUBLISHING AND COMMUNICATION

Published March 2015

Reviewed March 2016

Published on Website

Authorised Officer Position	CEO	Authorised Officer Name	Sarah Watterson
Signature		Date	30 th March 2016