



Student Information and Protection Policy and Procedure

**Australian College
RTO91110**

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Responsible Officer	Australian College Compliance Manager
Approved by	CEO Australian College
Review by	Compliance
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Approved and commenced	9/11/2016

REVIEW AND REVISION

The policy and procedure will be revised annually or, amended following continuous improvement strategies implemented by the College.

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BACKGROUND

Consumers play an important role in promoting quality training. Australian College framework includes measures for students and potential students to ensure that they are well informed of their rights and given clear avenues for information and complaints.

APPLICATION

This policy and procedure is applicable to all staff, contractors and potential and current students

Purpose

The purpose of this policy is to ensure:

- Learners can make informed choices about which RTO suits their training needs when clear and accurate information is available
- Employers seeking training for their staff benefit from clear and accurate information
- A robust and transparent system to ensure students is well informed of their rights for complaints and grievances.

POLICY

This policy and procedure outlines Australian College's consumer protection strategy to ensure that all potential and current students have their rights protected in accordance with consumer protection legislation and contractual requirements as part of its provision and delivery of quality training and assessment products and services.

PROCEDURE

CEO/Administration and Training Staff

The staff of Australian college will:

- Provide the training and support necessary to allow the consumer to achieve competency
- Provide a quality training and assessment experience for all current students
- Provide clear and accessible feedback to the student including ethical and accurate advertising and marketing
- Provide a consumer protection system including an identified complaints officer

- Any complaint of grievance will be actioned as part of our commitment to continuous improvement. A dedicated administration officer will handle all complaints and grievances to ensure customer protection contractual compliance in accordance with legislative guidelines.
- Collect personal information only for the purpose of enrolment.
- Provide information on the unique student identifier so students are able to verify their use for the purposes of enrolment
- Ensure information is securely stored and only accessed by staff for the purposes of the individual's enrolment