
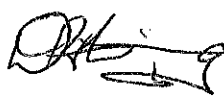




## Consumer Protection Policy

Policy number	P-42		
Version number	V2.0		
Drafted by	Veronica Kioria		
Responsible person CEO	Veronica Kioria	Signature 	Date: 29/7/19
Approved by the Board:			
On behalf of the Board	David Ling President	Signature 	Date: 09/08/2019
Scheduled review date	December 2021		

### Basic Beliefs/Purpose

Diamond Valley Learning Centre (DVLC) is committed to ensuring that the rights of current and prospective student are protected according to Australian Consumer Law and contractual requirements.

### Scope

This policy applies to all DVLC staff, contractors, volunteers and students. This policy does not remove or limit any consumer rights held by current and prospective students under Australian Consumer Law. This policy should be read in conjunction with policies identified in the Related Policies list below.

### Policy Guidelines

DVLC acknowledges that students as consumers have the right to access training that is fit for purpose, and to the protections available under consumer legislation. DVLC strives to provide students with high quality training services that meet student needs, and with regard to appropriate consumer protection. DVLC has a code of ethics for staff and volunteers, and a range of policies and procedures to protect students undertaking training.

DVLC has designated the Chief Executive Officer (CEO) as the Consumer Protection Officer who can be contacted on weekdays on 9435-9060 or by email on [courses@dvlc.org.au](mailto:courses@dvlc.org.au)

DVLC acknowledges that it has an obligation to all students to:

- provide a safe learning environment that is free from discrimination and harassment;
- meet public expectations of ethical behaviour at all times;

- communicate clear, accurate and transparent information, including subsidised training entitlements and fees;
- treat all students fairly and equally, and support disadvantaged or vulnerable students to make an informed choice about their training;
- provide training services that are appropriate to student needs, adequately resourced and of a high standard;
- support students in their learning needs so that all students have an opportunity to complete their training;
- protect the personal information of students and provide opportunity to correct inaccurate personal information;
- encourage students to give feedback on their training experience for DVLC to use to continuously improve services; and
- provide a clear, timely and accessible complaints and appeals process.

DVLC recognises that a student has the right to:

- clear, accurate and transparent information about the training;
- feel safe at all times;
- be treated fairly and with respect by all staff, teachers and volunteers;
- be provided with clear information on fees and refunds, and offered flexible fee schedules;
- be taught by qualified and competent teachers;
- be provided with quality training services that comply with AQTF, VRQA and contractual requirements;
- be offered support to complete their training;
- be able to review and correct personal information, and be informed about how this is collected;
- request that specific information be kept confidential at all times;
- complain where services do not meet expectations, and receive a timely response; and
- provide feedback on the quality of training services.

DVLC expects students to adhere to obligations to:

- provide accurate personal information at enrolment and during training;
- behave responsibly and ethically;
- treat other students, staff and teachers fairly and respectfully;
- attend all scheduled training sessions and notify absences as required;
- submit assessments by the due date or seek an extension;
- submit own work for assessment that is free from plagiarism;
- pay fees and charges when they fall due; and
- notify DVLC if suspending or cancelling their training.

If DVLC is required to terminate training that has already commenced, DVLC undertakes to:

- provide students with clear and timely information;
- assist students to transfer to another provider in a timely manner;
- provide a statement of attainment for competencies achieved within 30 days; and
- provide a refund for the portion of training that has not yet been delivered.

In the event that DVLC has to shut its business, it will transfer all student records to the VRQA and assist students as far as possible to transfer to another provider.

Additional information on consumer protection can be found in the Student Handbook or in the policies listed below.

## **Related Policies**

P-8 Student Welfare and Duty of Care Policy and Procedure

P-15 Fees and Charges Policy  
P-16 Complaints and Appeals Policy and Procedure  
P-13 Code of Ethics Policy  
P-21 Accuracy and Integrity of Marketing Policy and Procedure  
P-25 Student and Trainer / Assessor Feedback Policy  
P-26 Access, Anti-Discrimination, Equity, Diversity and Empowerment Policy  
P-29 Financial Management Policy  
P-31 Student Safety and Security Policy  
P-36 Enrolment Process Policy and Procedure  
P-43 Privacy Policy  
P-46 Fees Refund Policy  
P-47 Debt Collection Policy

### **Related Documents**

Schedule of Fees  
Statement of Fees  
Skills First Quality Charter

### **Legislation**

Consumer and Competition Act 2010  
Privacy Act 1988  
Privacy and Data Protection Act 2014 (Vic)

### **Mapping Information**

AQTF Conditions 3, 5 and 8  
AQTF Standard 2  
VRQA Guideline 2