

TRPP025 – Consumer Protection Policy

Mount Pleasant College (MPC) is a Registered Training Organisation (№ 52297) offering a number of nationally recognised VET-level courses. According to the *Standards for Registered Training Organisations 2015*,¹ three main standards/sub-standards are applicable to this policy in particular which MPC must observe and comply to:

Standard 4: “Accurate and accessible information about an RTO, its services and performance is available to inform, prospective and current learners and clients.”

Standard 5: “Each learner is properly informed and protected”.

Standard 8:

“8.5 The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.

8.6 The RTO ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered.”

General

MPC is committed to transparent marketing and administrative processes that ensures it is compliant at all times with the relevant legislation protecting the rights of consumers and the regulations governing fair trade, competition and accurate information in the marketplace.

The relevant legislation and regulations applying in this area include:

- Standards for Registered Training Organisations (RTOs) 2015
- Australian Consumer Law (2011).

Policy Content

The MPC Consumer Protection Policy has been developed to provide a framework that permits a systematic approach to consumer protection. Its primary purpose is to ensure that, in all activities associated with its business, MPC respects and observes the rights of its students.

Summary of responsibility and obligations

A summary of the responsibilities and obligations that MPC accepts in order to respect and observe the rights of its students includes, but is not limited to, the following obligations:

- to provide a quality training and assessment experience for all clients;
- to provide the training and support necessary to allow the student to achieve competency;

¹ The Standards for Registered Training Organisations 2015 are available at <https://www.legislation.gov.au/Details/F2019C00503> [accessed 18 Oct 2019].

- to provide a clear and accessible feedback system about training and assessments;
- to provide training and assessment in an environment free of bias and discrimination;
- to provide training and assessment in an environment free of abuse and harassment;
- to implement administrative systems which enable MPC to remain compliant with the relevant regulations and legislation applying to its business;
- to implement administrative systems that preserve the customer's privacy rights;
- to implement administrative systems that preserve the customer's consumer rights;

A summary of the obligations of students enrolled in training products offered through MPC includes the following:

- to provide all relevant personal information during the enrolment process so that MPC may fulfil the reporting obligations of an RTO;
- to provide all information requested on the Application for Enrolment form, including a Unique Student Identifier;
- to pay all fees owing by the Admin Date of each teaching period; or, if a payment plan has been agreed and approved, to make payments in accord with the payment plan;
- to attend 80% training and assessment sessions or, if prevented from doing so by extraordinary circumstances, to advise MPC of the absence at the earliest opportunity;
- to complete all assessment items, submitting them for assessment on or before the relevant due date.

A detailed explanation of the responsibility and obligations that MPC accepts in order to respect and observe the rights of its students includes the following:

1. Ethical marketing practices – MPC understands that every student and prospective student has the right to accurate information about the products and services provided. Therefore, MPC will ensure that its advertising material contains information which is current, clear and accurate. In addition, all promotional activities and recruitment procedures undertaken by MPC will be conducted in a professional, ethical, non-discriminatory and transparent manner.
 - This means that promotional material produced by MPC will include:
 - the registered trading name, Mount Pleasant College;
 - the RTO Provider number;
 - the Qualification and Unit of Competency codes for nationally accredited courses and units; and
 - Reference to only the services and products which are provided by MPC.
 - Promotional material produced by MPC:

- will not encourage unrealistic expectations about the level of qualifications attainable;
 - will not make inaccurate or misleading comparisons between courses offered by other educational providers;
 - will not make inaccurate or misleading statements about the qualifications and industry experience of its trainers, assessors, and other staff members;
 - will not make inaccurate or misleading statements about the facilities and/or resources available for its training programmes;
 - will not guarantee:
 - that a learner will successfully complete a training product on MPC's scope;
 - a training product can be completed in a manner which does not meet the requirements of MPC's training and assessment strategies and practices;
 - will not make inaccurate or misleading statements about employment outcomes upon completion of courses.
2. Transparent administrative procedures – MPC understands that every student and prospective student has the right to make informed decisions about enrolment options in order to choose the most appropriate training pathway.
- This means that MPC's administrative procedures will:
 - provide clear, accurate and complete pre-enrolment information that includes:
 - anticipated duration of the course;
 - clear description of locations where training and assessing will occur;
 - expected modes of delivery of training;
 - name and contact details of any third party that will provide training and/or assessment and related educational support services to students on behalf of MPC (if applicable);
 - all relevant details pertaining to any workplace arrangements (if applicable);
 - provide prospective students with full details of pre-requisite and eligibility requirements for courses being considered;
 - provide prospective students with a complete list of administrative dates related to the enrolment process – e.g., enrolment date, admin date;
 - provide students with a variety of ways to access information required to protect student's rights – e.g., written and electronic copies of documents as well as access to key documents via the MPC website;
 - ensure that where prospective students are under 18 years of age, a parent or guardian is encouraged to attend information sessions and co-sign application/enrolment forms.
3. Quality of service provision – MPC understands that every student has the right to access high quality training. To fulfil this objective, MPC employs qualified trainers and assessors with current industry experience who are able to provide the training and support necessary for its students to achieve competency.

- In addition, MPC understands that every student has the right to access high quality training in an environment that is free from bias and/or discrimination. MPC is committed to principles of access and equity for all persons in relation to all of its functions and facilities. More information may be obtained from the Access and Equity policy.
4. Protection of tuition fees – MPC understands that every student has the right to receive the training for which they have paid. The student also has the right to know, in advance, the full extent of fees associated with any course of study before enrolment. MPC provides every prospective student with all details of the full cost of each course being considered as well as the structure, composition and teaching schedule of those courses.
 - In an attempt to remain compliant with the regulations governing prepayment of fees, MPC will only invoice tuition fees one term in advance, thereby ensuring that no individual invoice will exceed AUD\$1,500. In this way, MPC will meet its obligations to students and remain compliant with the regulations governing RTOs – see Standard 7.3
 5. Refunds – MPC understands that every student has the right to expect a refund of fees in certain circumstances. The conditions under which a student is entitled to receive a refund are detailed in a separate refunds policy. More information is available in the MPC Refund of Fees policy.
 6. Closure of RTO – MPC understands that every student has the right to receive the training for which they have paid. In the event that MPC, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product in which the student is enrolled, students will be provided a refund in accordance with the Refund policy.
 7. Grievance and complaints – despite the best efforts of MPC to provide its students with quality products and service, there may be some circumstances which require formal resolution. To ensure that its students receive professional service at all times and in each situation, MPC has policies detailing the process and procedures that ensure a prompt, objective resolution of grievances and complaints, as well as assessment appeals. Please refer to the Appeals, and the Grievance and Complaints policies for more information.
 8. Protecting personal information – MPC understands that every student has the right to expect that their privacy will be respected and protected, and that the College must observe its obligations under the Australian Privacy Principles. To fulfil these obligations, MPC has a separate privacy policy detailing how student privacy rights are protected – see Privacy Procedure and Privacy Policy Statement.
 9. Continuous improvement – MPC understands that every student has the right to expect that the practices, policies and procedures of the College will be reviewed regularly and, where deemed necessary, improvements and modifications will be implemented. More information may be obtained from the MPC Continuous Improvement policy.

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Authorised by	Jake Breytenbach, Head of College	
Signature		
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