

Policy and Procedure Name	Consumer Protection Policy and Procedure
Version	3.0
Approved By	Lucas Newland
Date Implemented	18.03.2021

1. Purpose and Scope

The following policy and procedure outline the organisation's consumer protection strategy to ensure that all of Brent Street's potential and current RTO students (consumers) have their rights protected in accordance with consumer protection legislation and contractual requirements.

This policy and procedure is applicable to all staff, contractors, employers and potential students and has been designed to be read in conjunction with the 'Complaints and Appeals Policy and Procedure', 'Marketing and Advertising Policy and Procedure', 'Privacy Policy and Procedure', 'Student Selection and Enrolment Policy and Procedure' and the 'Quality Assurance Policy and Procedure'.

2. Abbreviations / Definitions

Brent Street Pty Ltd	Brent Street or Brent Street's
Consumers	Prospective and current students/clients
Fee protection	Describes how the organisation in accordance with Clause 7.3 and Schedule 6 of the Standards for Registered Training Organisations protects student's fees if paid in advance.
RTO	Registered Training Organisation
Third party	Is any party that provides services on behalf of the RTO but does not include a staff member/employee.
USI	Unique Student Identifier

3. Policy

Brent Street Pty Ltd uses a comprehensive and systematic strategy to ensure that consumer rights are protected and the Organisation follows all related legislation and regulatory requirements. The strategy includes;

- Ethical and accurate advertising/ marketing
- Comprehensive information provision
- Fee protection
- Accessible and transparent complaints and appeals processes and systems
- Protection of consumer's personal information

3.1 Ethical and accurate advertising/marketing

Brent Street ensures that it provides all prospective and current students and clients with accurate, factual and accessible information about Brent Street, its services and performance.

All RTO advertising and marketing material is systematically checked in accordance with the organisations *'Advertising and Marketing Policy and Procedure'* and is approved by the Creative and Managing Director and the RTO Compliance Officer prior to its publication release.

The advertising and marketing of all products listed on its scope of registration are free of inducements and do not provide the student with any guarantees of a successful completion outcome, that their course can be completed in a manner inconsistent with volume of learning requirements, and that their course will lead to an employment or licensing outcome if this cannot be guaranteed.

In the instance where the advertising and marketing of products on Brent Street's scope of registration is undertaken by another party, Brent Street ensures that;

- A comprehensive agreement outlines the expectation and requirements of both parties.
- Advertising and marketing principles and materials remain consistent with the organisations *'Advertising and Marketing Policy and Procedure'*.
- Advertising and marketing materials are approved by the Creative and Managing Director and RTO Compliance Officer.
- Brent Street does not use third parties to recruit students. If this is to occur in the future, Brent Street will insure the third party being used to recruit students on the organisation's behalf is clearly identified and reflected in the relevant marketing and advertising materials.
- Monitoring processes and systems are in place to monitor the third-party agreement and the student's experience.

For more information, you can contact Brent Street to obtain a copy of the *'Marketing and Advertising Policy and Procedure and Engagement and Monitoring of Partnerships Policy and Procedure'*.

3.2 Comprehensive information provision

Throughout the application and enrolment process Brent Street provides students with access to the relevant information required to make an informed decision about their course and Brent Street's selection and to fully understand their rights and responsibilities. The application, enrolment and continuous improvement process supports the provision of information and closely monitors the student's experience to ensure that their rights are upheld at all times.

Information is accessible via a variety of different ways including but not limited to the organisations website, Course Prospectus and Outline, Audition, Open and Orientation Days, Student Handbook and by speaking to Brent Street staff throughout the application and enrolment process.

Comprehensive information is available to students including student related policies and procedures, course and fee information, rights and responsibilities, feedback, complaints and appeals mechanisms and the collection of personal information. The organisation's policies and procedures are located on Brent Street's website and a synopsis outlined in the *'Student Handbook'*. Detailed course information is sent to applicants upon enquiry.

Students are provided with information outlining where to access up to date information via the website prior to enrolment, which includes how to make a complaint and/or raise any concerns related to their enrolment. Students are provided with the contact details for formal and informal complaints.

To protect the rights of students under 18 years of age parents/guardians are encouraged to attend Open and Orientation Days and to ask questions relating to their child's application/ enrolment. To ensure that sufficient information has been provided Parents/Guardians are required to co-sign the declaration found on the Student Enrolment Form.

For more information, you can obtain a copy of Brent Street's *"Student Selection and Enrolment Policy and Procedure"*.

3.3 Fee protection

Brent Street is committed to meeting its contractual requirements and in accordance with the Standards for Registered Training (RTOs) 2015 does not collect more than \$1500.00 in pre-paid fees at any one point in time.

Students prior to enrolment are made aware of the following;

- Fee protection mechanisms (information contained in '*Fees and Refund Policy and Procedure*')
- Fees to be charged, by when and in what amounts,
- Payment plans,
- Refund policy and procedure and criterion,
- How to apply for a refund,
- Complaints and appeal process.

For more information, see Brent Street's '*Fees and Refund Policy*' and '*Complaints and Appeals Policy and Procedure*'.

3.4 Accessible and transparent complaints and appeals processes and systems

To ensure the organisation delivers high quality training and continually improves upon its systems and processes, Brent Street has an accessible and transparent complaints process and system. The complaints and appeals process quickly responds to allegations involving the conduct of Brent Street, its teachers or other staff, a third party providing services on Brent Street's behalf or a student of Brent Street.

The principles of this system are as follows;

- Complaints and appeals are investigated and resolved as quickly as possible.
- All complaints and appeals are acknowledged in writing and finalised after a comprehensive investigation has occurred.
- Procedural fairness and the principles of natural justice are adopted at each stage of the complaint/appeal process.
- Information on how to make a complaint/ appeal is available in the 'Student Handbook' and 'Complaints and Appeals Policy and Procedure' on the organisations website.
- Where Brent Street considers more than 60 calendar days are required to process and finalise the complaint/appeal they will inform the complainant/appellant in writing as to why this is required and will provide the complainant/appellant regular progress updates on the progress of this matter.
- Where complaints and appeals are unable to be resolved internally and at the request of the individual a review by an appropriate independent party of Brent Street and the complainant/appellant occurs.
- Any opportunities for improvement identified through the complaints and appeals process will be actioned through the organisations continuous improvement process.

For more information, see Brent Street's '*Complaints and Appeals Policy and Procedure*' and '*Quality Assurance Policy and Procedure*'.

3.5 Protection of student's personal information

All prospective and current students' personal information is protected in accordance with the National Privacy Principles. The following principles are applied;

- Brent Street only collects personal information for the purposes of enrolment.

- Students are provided with information on the Unique Student Identifier and are required to sign a declaration/consent authorising Brent Street to use/verify their USI for the purpose of their enrolment.
- Information is securely stored and only accessed by staff for the purposes of the individual's enrolment.
- Students are provided with information on how their information will be collected, used and stored prior to enrolment.
- Students complete a declaration on the 'Student Enrolment Form' stating that they consent to their personal information being collected and used by Brent Street, governments and other agencies for the purpose of administration and research.
- Student's personal information is not disclosed to another party without the individual's written consent.
- Students have a right to access and correct their personal information.

For more information, see Brent Street Pty Ltd "*Privacy Policy and Procedure*".

4. Procedure

As outlined throughout this document, students are encouraged to obtain information through the relevant policy and procedure available via Brent Street's website, their 'Student Handbook' or on request from Brent Street staff. If a student wishes to make a formal complaint or an appeal they are encouraged to follow the organisations 'Complaints and Appeals Policy and Procedure' addressing their complaint/appeal to Brent Street. Contact details for formal and informal complaints are as follows:

Tom Redford, Operations and Production Manager
Brent Street Pty Ltd, Bldg. 101 Bent St, Entertainment Quarter
122 Lang Road, Moore Park NSW 2021
P 02 8323 6666 E tom@brentstreet.com.au

5. References

- Australian Privacy Principles
- Privacy Act 1998
- Standards for Registered Training Organisations (RTOs) 2015