



## Consumer Protection Policy & Procedure

<b>Policy Category</b>	Student Support		
<b>Document Owner</b>	Head of Compliance & Quality Assurance		
<b>Responsible Officer</b>	Student Support Team Leader		
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<b>Related Documents</b>	<i>Deferment, Suspension and Cancellation Policy</i> <i>Enrolment Letter of Offer and Written Agreement</i> <i>Enrolment Policy</i> <i>Graduation and Certification Policy</i> <i>Learning Resources Policy</i> <i>National Code Compliance</i> <i>Privacy Policy</i> <i>Student Fees Policy</i> <i>Student Refund Policy</i> <i>Student Refund Policy (Domestic)</i> <i>Student Support Framework</i>		
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1.0	Head of Operations, Compliance & Quality Assurance	Head of Operations, Compliance & Quality Assurance	02/10/2022

### 1. Context

This policy supports the commitment of the Australian College of Business Intelligence ('ACBI') to ensuring all students and potential students are provided with a quality training and assessment services and are well informed of their rights as consumers and given a fair avenue for any complaint. This procedure should be read in conjunction with the *Academic Progression Policy and Procedure* and the *Learning Resources Policy*, which further address support for students.

### 2. Definitions

**Renewal limit:** Where availability permits, patrons may renew or extend their loan. However, in the interest of providing an equitable service for all patrons, limits exist on how many times a loan can be renewed or the time of the loan extended. This is referred to as a renewal limit.

### 3. Scope

This Policy applies to all enrolled domestic and overseas students at ACBI and the staff involved in the administration, assessment and support of those students.



#### 4. Policy Principles

The key principles informing this policy and procedure are:

- provision of information to support student consumer rights;
- equal access to refund policies; and
- provision of timely advice on available support; and

#### 5. Policy details

##### Overview

With the Consumer Protection policy and procedure, ACBI intends to address and uphold the requirements of the Australian Consumer Law (ACL) under which *when you buy products and services they come with automatic guarantees that they will work and do what you asked for. The ACL covers refunds, consumer guarantees, unsafe and defective products, purchases using lay-bys and unsolicited consumer agreements with a door-to-door sellers or telemarketers. The ACL has been in force across Australia since January 2011 and has brought consistency to consumer law across Australian states and territories.*

ACBI will ensure that students rights are protected including;

1. All services provided are carried out with due skill and care;
  - fit for the purposes requested and provided,
  - in a reasonable time frame,
2. Accurate and upfront information about:
  - the fees and costs associated with their training,
  - rights and responsibilities of students, including in relationship to the Program they are enrolling in,
  - the collection and use of their personal information,
  - the process for appealing assessment decisions,
3. Practices that ensure:
  - Rights of students have been met,
  - appropriate use of all personal information,
  - training and assessment procedures meet requirements of the program students have enrolled in,



## 6. Procedure

Students are provided with all information relevant to the qualification and/or program they are applying to complete prior to completing their enrolment procedure. As part of this practice students are required to confirm in writing their awareness of all relevant requirements, rights and obligation by signing the Enrolment Letter of Offer and Written Agreement.

If a student has any concerns or complaints, they are encouraged to contact ACBI Student Support team in the first instance.

ACBI has a designated Head of Operations, Compliance & Quality Assurance who can be contacted at [compliance@acbi.edu.au](mailto:compliance@acbi.edu.au). The Head of Operations, Compliance & Quality Assurance will handle any complaints or grievances and attempt to immediately resolve the issue to the best possible outcome for all parties concerned.

Students are also recommended to read our Complaints Policy available on our website [Complaints and Grievances](#),

Complaints should be made in writing using the relevant form available on our website [Complaints Request](#)

Any information provided to ACBI will be handled confidentially and respectfully and all personal information protected. Throughout the resolution process students will be kept informed of any decisions and actions taken to resolve their complaint.

If the student is unhappy with the way in which their complaint has been handled or resolved there are a number of external agencies they can contact. Students can contact the following state and territory consumer protection agencies:

### NSW

- Issues to do with quality of training, contact the Australian Skills Quality Authority (ASQA)  
Website: [www.asqa.gov.au](http://www.asqa.gov.au)
- Consumers specifically asking for a refund or similar should contact NSW Fair Trading  
**Phone:** 13 32 20  
Website: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)
- If it is a work health and safety issue contact Safework NSW **Phone:**  
13 10 50, Monday-Friday, 08:30am to 4:30pm **Website:**  
[www.safework.nsw.gov.au](http://www.safework.nsw.gov.au)
- If you are enrolled through a Smart and Skilled program
  - Smart and Skilled enquiries/complaints



**Phone:** 1300 772 104

**Email:** [smartandskilled.enquiries@industry.nsw.gov.au](mailto:smartandskilled.enquiries@industry.nsw.gov.au) **Online:**  
[enquiry/complaints form](#)

You can also contact the NSW Department of Education and Communities Consumer Protection Unit on 13 28 11 for further advice. <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

## 7. References

Standards for Registered Training Organisations 2015

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Australian Consumer Law, 2011

## 8. Acknowledgements

In developing this policy, ACBI acknowledges:

- Consumer Protection Legislation Amendment Act 2019
- Fair Trading Act 1987
- Australian Early Childhood College

## 9. Document History

Version	Date	Author	Reason	Sections
1.0	02/10/2022	Chaido Kiourkou	Policy Creation	All