

Purpose

The purpose of the Consumer Protection Strategy is to provide information to all students, to ensure they are fully informed about the quality training programs and measures in place at Western Business School which will protect the rights of students.

Scope

The strategy has been designed to support the Standards for Registered Training Organisations 2015 including, but not limited to:

Standard 6 – Complaints

Government funded contracts:

- New South Wales - Smart and Skilled Contract
- Victoria – VET Funding Contract 2018 – 2019

Responsibility

- The General Manager is responsible for implementation of this strategy.
- The National Operations and Administration Manager is responsible for maintaining the strategy

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CONSUMER PROTECTION STRATEGY STATEMENT

We will ensure that all students, including those funded under Smart and Skilled and Skills First Contracts are provided with:

- ✓ Accurate information to students about our fees and services and our Refund policy
- ✓ Information to students about their rights and responsibilities
- ✓ A complaints and appeals procedure and how to access this
- ✓ The contact details of a dedicated Consumer Protection Officer to handle all complaints
- ✓ Information to students about the collection, use and retention of personal information and how to access and update their personal information
- ✓ Ongoing student support while undertaking their training and ensure we meet their specific needs in relation to training and assessment (Equity)

RIGHTS

Trainees and students enrolling in our courses have the right to expect:

- Quality training and assessment that meets the standards, regulations and requirements set down by ASQA, the NSW Department of Industry and the Higher Education Skills Group – Vic.
- Highly skilled, knowledgeable and capable trainer/assessors.
- Responsive and appropriate complaint resolution processes.
- To access information we have on file about them and to make appropriate enquiries to view the information held on file.
- To appeal any decision made by an WBS or have the matter resolved through appropriate mediation measures.
- That WBS will ensure all records are stored to ensure confidentiality and will only be accessed by authorised people.

WBS will ensure that all marketing and promotional materials will not guarantee:

- A student will successfully complete a qualification, partial qualification or accredit course.
- A course can be completed in a manner which does not meet the requirements of the Standards for RTOs 2015.
- A student will gain further employment, or promotion having undertaken our training.
- Offer an inducement to undertake training programs with us.
- WBS will ensure marketing:
 - Is undertaken in an ethical manner
 - Complies with all State and Federal Training Contracts, Regulator Standards and legislation and Codes of Practice
 - Is accurate and factual and is regularly reviewed to ensure accuracy and currency of information.

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COMPLAINTS

Western Business School takes seriously any complaint made by a student, employer partner, or employee. We see this an opportunity to review our services to our customers and log in our Continuous Improvement Register any complaint received and will follow the process through, ensuring a outcome to suit all.

Specifically, under the Smart and Skilled Program the Consumer Protection Officer is the National Operations and Administration Manager.

E: sbennetts@wpcgroup.org.au Head Office: Suite 9, 651 Victoria St Abbotsford Vic 3067
P: 1300 656 461 NSW Office: Suite 2/190 George St Parramatta NSW 2150

Any user of WBS services can make a complaint via:

- Emailing the Consumer Protection Officer directly to the email above
- Written complaint mailed to above address
- In person

The Consumer Protection Officer will acknowledge receipt of any complaint within 2 business days and will address the complaint within 10 days of receipt and the complaints procedure will be activated. In the unlikely event a complaint remains unresolved, WBS will refer the person making the complaint to the appropriate complaints service in their State.

Western Business School commit to work with all parties during this process to attempt a mutually satisfying outcome.

FULLY INFORM STUDENTS

WBS will ensure students are fully informed by providing information prior to enrolment and course commencement through the following avenues:

- Orientation
- Participant Hand Book
- Statement of Fees
- Refund information
- RPL/CT information
- Website
- Marketing brochures

FEES AND CHARGES

WBS will charge fees in accordance with the Smart and Skilled (NSW) and Skills First (Vic) contracts. This includes;

NSW

- ✓ The amount quoted in the Notification of Enrolment under the Smart and Skilled Program, normally
 - The maximum fee of \$1,000 for all New Entrant Traineeships (unless student qualifies for an exemption)
 - A Concession Fee of \$240 for eligible students
- ✓ Fees will be cheaper if Credit Transfers apply.
- ✓ Salary deduction or payments plans will be offered ensuring a student is not disadvantaged by fees.

VIC

- Cert III
 - The maximum fee of \$1,5000 for all New Entrant Traineeships (unless student qualifies for an exemption)
 - A Concession Fee of \$300 for eligible students
- Cert IV
 - The maximum fee of \$1,800 for all New Entrant Traineeships (unless student qualifies for an exemption)
 - A Concession Fee of \$360 for eligible students
- Salary deduction or payments plans will be offered ensuring a student is not disadvantaged by fees.

Fee for service

Where a student is not eligible for Funding, WBS provides fee for service training and assessment. WBS will provide a Statement of Fees outlining:

- ✓ The full amount of the qualification
 - WBS will offer a payment plan for the course fee, ensuring they are not disadvantaged.

REFUNDS

All applications for refunds must be made in writing using the 'Application for Refund' form located on our website. The form is to be submitted to the National Operations and Administration Manager. Approved applications will be processed within 14 days from the date of application.

| REFUNDS | |
|----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| Withdrawal prior to agreed start date | Full refund of any deposit paid (if any) |
| Withdrawal after the agreed start date | Refund of unused tuition fees upon application |
| Withdrawal after the agreed start date without extenuating circumstances | 50% refund of unused tuition fees |
| Course withdrawn by RTO | Full refund |
| The RTO is unable to provide the course for which the original enrolment and payment has been made and continuance of training cannot be provided. | Full refund |

Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.

Extenuating circumstances may prevent students from attending scheduled appointments may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the course undertaken, or a refund of unused course fees will be made. The decision of assessing the extenuating circumstances rests with the General Manager and shall be assessed on a case by case situation.

Breach of WBS Policies and Procedures may result in no refund being payable.
If fees have been paid by a third party then refunds will be payable to that third party.

Any information that is provided to WBS or that we collect about the student (including payments and refunds) may be given to authorised State and Commonwealth Agencies as required through law and contractual obligations

Refund NSW

Withdraw without penalty

Once a student is inducted into the course, but before the course commences, the student will have the opportunity to cancel without penalty. The 'withdraw with no penalty' cut off date is the commencement of structured training (the first trainer visit).

A student may withdraw from the course after course commencement without penalty. Payments received will be calculated and a refund provided (without written application) for any fees paid that are in advance, in accordance with Smart and Skilled Operating guidelines, Paragraph 9.

Students who withdraw before the course completes will receive a Refund Statement, outlining the fees applied during the course and the refund amount (if any). Students who withdraw before the course completes will receive final training plan, outlining any units not commenced, completed and withdrawn.

Any student who withdraws and is funded through the Smart and Skilled contract is entitled to a refund without a written application. The refund will be calculated in accordance with the refund policy in place and the student will not pay for training which has not been delivered by WBS.

POLICIES AND PROCEDURES

Policies and procedures available on the Western Business School Website

- ✓ Fees and charges
- ✓ Refund policy
- ✓ Complaints
- ✓ Student support
- ✓ Privacy
- ✓ Misconduct

Forms and content available on the Western Business School Website

- ✓ Statement of fees
- ✓ RPL application form
- ✓ Credit Transfer application form
- ✓ Complaints and appeals form
- ✓ Participant handbook
- ✓ Course brochures
- ✓ Unit selection list

Western Business School policies and procedures support the Consumer Protection Strategy