



THE
CHANGE
NETWORK

Consumer Protection Policy



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1. Introduction

The Change Network is aware of its obligations to provide consumer protection for all students as designated in the *Competition and Consumer Act 2010*, the *NSW Fair Trading Act 1987*, the *NVR Standards for RTOs 2015* and the *Smart and Skilled Consumer Protection Policy*.

To ensure our customers are fully protected and are aware of their rights and of avenues of complaint we have developed a Customer Protection Strategy. Please refer to the following page for further information relating to the above.

The Change Network is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law (ACL) applies to the following services all education and training services, including:

- Advertising, marketing and promotion
- Soliciting and taking enrolments
- Training delivery
- Student assessment
- Handling of complaints by training providers
- Requests to cancel a student's enrolment.

The ACL also applies when these services are provided by Subcontractors and Brokers (referred to as Third Parties) on our behalf.

2. Consumer Protection Strategy

Students can expect that the service they receive from The Change Network before, during and after training and assessment will be of quality and consistent with these requirements.

The Change Network will:

- Provide the training and support necessary to allow learners to achieve competency;
- Provide a quality training and assessment experience for all customers;
- Provide a clear and accessible feedback and consumer protection process; and
- Maintain procedures for protecting customers' personal information.

The Change Network students and potential students have the right to:

- Expect that the education and training they receive will be of a quality consistent with the VET regulator and Smart & Skilled Contract requirements;
- Be informed about personal information that is collected about them and the right to review and correct that information;
- Access to a provider's consumer protection complaints system.

The following information is outlined in The Change Network's Student Handbook:

- Tuition Fee Schedules outlines the total fees payable, including fees for all additional items Terms of agreement;
- As consumers, students have the right to cooling off periods as outlined in state government consumer.
- Refund and Withdrawal Policy' outlines the student's rights and obligations regarding refund and withdrawal.
- Student complaints policy and procedures.

3. Smart and Skilled

For students undertaking training and assessment under the Smart and Skilled the following procedures are additional to the points above:

- The contact details of The Change Network designated Customer Protection Officer is specified below. Their role will be to handle all complaints and grievances in a timely matter and to ensure compliance with Consumer Protection legislative and Funding Body contractual compliance.
- The contact details of the Customer Protection Officer will be made available to all clients on the website and in pre-enrolment information.
- Details of, or links to, the Smart and Skilled website and 1300 77 2104 contact number will be made available on all public information including the website and student induction material.
- A link to the Smart and Skilled Consumer Protection Strategy will be included in Student Information available on our website.
- Every attempt will be made to resolve any student complaints using the Complaints and Appeals Policy.
- If after following the Complaints and Appeals Process, a student feels matters are unresolved to their satisfaction and wish to inform a third party, they will be provided with contact details for NSW Department of Education and Communities Consumer Protection Unit for Students.
- We will not offer inducements of any kind, either directly or through marketing agents, to encourage student enrolment.
- Students will sign to confirm they have received Consumer Protection Information. This will be included in the Declaration made by students when submitting the online enrolment form.

Contact details for the Customer Protection Officer:

Name: Sharon Lau
Position: RTO Administration Officer
Phone: (02) 9197 8690
Email: sharon.lau@changenetwork.com.au

If you wish to find out more information about Customer Protection you can go to <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

Or if you have a complaint or enquiry about any service to do with Smart and Skilled you can email: enquiries@smartandskilled.nsw.gov.au

Or telephone: 1300 772 104



RTO 90299

P: 1300 848 060

E: support@changenetwork.com.au

W: changenetwork.com.au
