Consumer Protection

Purpose

This policy outlines the rights and obligations of Goodstart Institute of Early Learning operating within the Australian Consumer Law.

Australian Consumer Law

Goodstart Institute of Early Learning maintains compliance with the national Competition and Consumer ACT 2010 and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in various state legislation across Australia. The ACL protects clients and ensures fair training in Australia. Under the ACL clients have the same protections, and businesses have the same obligations and responsibilities, across Australia.

Goodstart Institute of Early Learning has implemented this Consumer Protection Policy and an aligned Consumer Protection Strategy to protect the needs and interests of all clients. The designated Consumer Protection Officer for Goodstart Institute of Early Learning is the Senior Coordinator, Student Services who can be contacted privately and securely on 1800 617 455 or via email to feedback@goodstart.edu.au.

Guarantee

As a registered provider of training and assessment services, Goodstart Institute of Early Learning supplies services and guarantees these services will be

• Provided with due care and skill
• Fit-for-purpose
• Provided within reasonable time

Goodstart Institute of Early Learning ensures it uses an acceptable level of skill, industry and technical knowledge and take all necessary care to avoid loss or damage when providing training and assessment services.
Consumer Protection

Strategy

Goodstart Institute of Early Learning Obligations

Goodstart Institute of Early Learning ensures it

• Provides clear and accessible feedback and complaints and consumer protection systems, including a designated consumer protection officer.

• Has documents and accessible consumer feedback and complaints handling policies and procedures (see Feedback and Complaints Procedure).

• Maintains policies and procedures to ensure the protection of consumer’s personal information (see Privacy Policy).

• Provides quality training and assessment services to all students.

• Provides training and support necessary to allow students to achieve competency.

Student Rights and Obligations

Goodstart Institute of Early Learning students have the right to

• Receive quality training and assessment services that meets the standards, regulations and requirements set out by the VET Regulator and other related government bodies

• Be informed about the collection of personal information and be able to review and correct that information

• Access the Goodstart Institute of Early Learning’s relevant policies and procedures, particularly regarding consumer protection and feedback and complaints handling.

Students of Goodstart Institute of Early Learning must

• Provide accurate and correct information to Goodstart Institute of Early Learning when requested where it relates to legislative data requirements, or where this information is required to provide the student training and assessment services.

• Adhere to Goodstart Institute of Early Learning’s Code of Conduct and Student Obligations policies and procedures

Smart and Skilled (NSW)

Goodstart Institute of Early Learning provides contact information and complaint handling processes to Smart and Skilled students. This information is provided to the student in the Pre-enrolment Guide for Smart and Skilled and again when the student has been successful into a Smart and Skilled enrolment. Smart and Skilled students can contact the Smart and Skilled agency on the following contact details www.smartandskilled.nsw.gov.au or by phone 1300 77 21 04.
Publically available

Information regarding consumer protection and feedback and complaints handling processes are publically available on Goodstart Institute of Early Learning’s website. Students are also able to request a copy of these document by contacting Student Services.

Cooling off Periods

Goodstart Institute of Early Learning offers the following cooling off periods as outlined in the Fee and Refund Policy.

The standard cooling off periods apply to all Goodstart Institute of Early Learning courses, training products and services, except where alternate cooling off periods apply for relevant State and Federal Government Subsidised Training Contracts. These cooling off periods apply to enrolments with Goodstart Institute of Early Learning and do not to take into consideration Traineeship and Apprenticeship probationary periods allocated at a Traineeship or Apprenticeship sign up.

Cooling off period for new enrolments

A standard cooling off period of 14 calendar days from date of commencement of an enrolment will apply. Students may receive a refund or partial refund of their fees as outlined in the Refunds section of the Fee and Refund policy.

Cooling off period for units/modules commenced

A cooling off period of 5 calendar days applies for new units/modules commenced. Students may receive a refund or partial refund of their unit/module fees as outline in the Refunds section of the Fee and Refund policy.

Fees and Charges

All Goodstart Institute of Early Learning students are provided, either by public information on the RTO’s website, or in Pre-enrolment guides the fees and charges associated for their enrolment. This information may be in the form of a Fees Schedule or Statement of Fees document with all information being clear, legible and written in ‘plain language’.

For further information, please see the Fee and Refund Policy.

Terms and Conditions of Enrolment

Goodstart Institute of Early Learning clearly states on the Enrolment Application Form the Terms and Conditions pertaining to a student’s enrolment. Should a student wish to clarify any part of these terms they may do so by contacting Student Services.
Consumer Protection

Consumer protection complaints

Where a student believes Goodstart Institute of Early Learning has breached the obligations set out in this document they may make a formal complaint. We ask students to speak with Student Services prior to making a formal complaint.

To make a formal complaint, please see the Feedback and Complaints Procedure.

If a student is still not satisfied once they have received a response to their complaint, they may escalate their complaint directly to the Consumer Protection Agency in their state or territory.

<table>
<thead>
<tr>
<th>State/Territory</th>
<th>Agency</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| ACT             | ACT Office of Regulatory Services | www.ors.act.gov.au  
02 6207 3000  
fair.trading@acti.gov.au |
| NSW             | NSW Office of Fair Trading | www.fairtrading.nsw.gov.au  
13 32 20 |
|                 | Smart and Skilled Students Only | Smart and Skilled students may contact the Smart and Skilled Customer Support Centre for assistance, advise or to make a complaint.  
1300 77 21 04  
www.smartandskilled.nsw.gov.au  
enquiries@smartandskilled.nsw.gov.au |
| NT              | NT Consumer Affairs | www.consumeraffairs.nt.gov.au  
1800 01 93 19  
consumer@nt.gov.au |
13 74 68 |
| SA              | SA Office of Business and Consumer Services | www.cbs.sa.gov.au  
13 18 82 |
| Tas             | Tas Consumer Affairs and Fair Trading | www.consumer.tas.gov.au |
| Vic             | Consumer Affairs Victoria | www.consumer.vic.gov.au  
1300 55 81 81 |
| WA              | WA Department of Commerce | www.commerce.wa.gov.au/consumer-protection  
1300 30 40 54 |

Warning – uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice.
Associated Documents, Legislation, and Policies

<table>
<thead>
<tr>
<th>Type</th>
<th>Name</th>
<th>Owner Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Law</td>
<td>Australian Consumer Law</td>
<td>Commonwealth Government of Australia</td>
</tr>
<tr>
<td>Policy</td>
<td>Fee and Refund Policy</td>
<td>Goodstart Institute of Early Learning</td>
</tr>
<tr>
<td>Procedure</td>
<td>Feedback and Complaints Procedure</td>
<td>Goodstart Institute of Early Learning</td>
</tr>
<tr>
<td>Form</td>
<td>Enrolment Application Forms (multiple course)</td>
<td>Goodstart Institute of Early Learning</td>
</tr>
<tr>
<td>Guide</td>
<td>Smart and Skilled Pre-enrolment Guide</td>
<td>Goodstart Institute of Early Learning</td>
</tr>
<tr>
<td>Policy</td>
<td>Code of Conduct</td>
<td>Goodstart Institute of Early Learning</td>
</tr>
<tr>
<td>Guideline</td>
<td>Student Obligations Guideline</td>
<td>Goodstart Institute of Early Learning</td>
</tr>
<tr>
<td>Legislation / Standards</td>
<td>Standards for Registered Training Organisations 2015</td>
<td>Australian Skills Quality Authority (ASQA)</td>
</tr>
</tbody>
</table>