

## Consumer Protection Policy & Procedure

**Date of Implementation** – 11 October 2022

**Authorisation** - Chief Executive Officer

### Policy

Rise Education and Training uses a comprehensive and systematic strategy ensuring Students protection and that Rise Education and Training follows and adheres to all relevant legislative and regulatory requirements, item of which include, but not limited to:

#### ***Protection of Student's Personal Information***

- All prospective and active Students personal information is handled and protected in accordance with the Australian Privacy Principles.
- Students are provided with information on how their information will be collected, used and stored prior to enrolment and complete a declaration in their Enrolment Form consenting to personal information being collected and used in line with the Privacy Policy.
- Upon enrolment, prospective Students provide Rise Education and Training with a Unique Student Identifier (USI).
- Students have a right to access and correct their personal information
- For more information, see Rise Education and Training Privacy Policy on our website.

#### ***Transparent and accessible complaints and appeals policy and processes***

This policy and procedure covers both academic and non-academic complaints and appeals. An appeal or complaint may include, but is not limited to:

#### Complaints

- Course advice and enrolment
- Suspension and/or cancellation of enrolment by Rise Education and Training
- Course delivery including both online and face to face
- Marketing or other promotional activity
- Safety issues
- Access and equity issues
- Bullying or harrassment
- Fees and charges

#### Appeals

- Training activites
- Assesment activities

**RTO ID 91823**

- Assessment decisions after reassessment processes have exhausted

Academic matters include those matters that relate to Students progression, assessment, course content or awards in a VET course of study.

Nonacademic matters include those matters which do not relate to Students progression, assessment, course content or awards in a course and include complaints in relation to personal information that Rise Education and Training holds in relation to the Student.

For more information, see Rise Education and Training Complaints and Appeals Policy and Procedure

***Fee Protection***

Prior to enrolment with Rise Education and Training, prospective Students are made aware of the following:

- Fee protection mechanisms
- Fees to be charged, by when and what frequency
- Fees and Refund Policy
- How to apply for a Refund/Cancel a course
- Complaints and Appeals procedures

For more information, see Rise Education and Training Fees and Refund Policy and Procedure and Student Withdrawal, Deferral, Extension and Refund Policy and Procedure

***Ethical and Accurate Marketing***

Rise Education and Training ensures all prospective and current Students are provided with accurate, factual and accessible information about Rise Education and Training, its performance and services provided. All marketing and advertising processes are reviewed periodically and ensure adherence to the Rise Education and Training Marketing Policy and Procedure.

Rise Education and Training ensures all products as per the Scope of Registration are free of inducements and do not provide guarantee of a completion outcome, course completion that is consistent with the Volume of Learning requirements or employment guarantees for courses that are commenced.