

Consumer Protection Policy

Purpose

Foresite Group is committed to upholding the rights and interests of our consumers. Our Consumer Protection Policy is designed to ensure transparency, fairness, and accountability in all our dealings with consumers who engage with our services. This policy outlines the principles and procedures we adhere to in safeguarding consumer rights.

Student Rights and Obligations

Student Rights:

A student has the right to:

- Expect that the education and training provided by us will be of a quality consistent with ASQA requirements and the requirements of all our funding contracts.
- Be informed that personal information is collected about them and they have the right to review and correct that information.
- Have access to our complaints resolution system as outlined in the Complaints and Appeals Process Policy

Student Obligations:

A student has an obligation to:

- Provide accurate information to Foresite Group on all enrolment and other information forms that is used to assess eligibility for Subsidised Training.
- Behave in a responsible and ethical manner.
- Sign the following to confirm that they understand all information regarding eligibility and consumer protection:
 - Student Enrolment Form
 - Smart and Skilled Subsidised Training Eligibility Form
 - Consent to Use and Disclosure of Personal Information
 - Signed declaration to confirm receipt of consumer protection information

Foresite Group Consumer Protection Obligations and Responsibility

Foresite Group Consumer Protection Obligations:

Foresite Group has obligations that include but are not limited to:

- Providing the training and support necessary to allow a student to achieve competency
- Providing a quality training and assessment experience for all students
- Ensuring that staff and relevant external stakeholders meet public expectations of ethical behaviour at all times
- Conducting marketing activities with integrity, accuracy and transparency and without financial incentives or other inducements to consumers

- Ensuring that prospective students are properly informed about their subsidised training entitlements, their fees and responsibilities and obligations
- Providing a clear and accessible feedback and consumer protection system including the Administration Officer/Training Coordinator as the appointed consumer protection officer
- Maintaining procedures for protecting a student's personal information

Foresite Group Responsibility

Foresite Group maintains a complaints handling system in line with regulatory requirements to ensure that we:

- Have established, documented and accessible consumer feedback and complaints handling policies and procedures.
- Identify the Administration Officer/Training Coordinator as the dedicated Consumer Protection Officer and publish their contact details.
- Provide students with details of the pathways for resolving or escalating complaints.

Guiding Principles

Transparency and Disclosure:

- We provide clear and comprehensive information about our services, course content and duration, fees, and obligations, prior to consumers entering into an agreement.
- Clearly outline terms and conditions, including refund policies, withdrawal procedures, and grievance mechanisms, in easily accessible formats such as the website, student handbook, and enrolment documentation.
- Disclose any affiliations, partnerships, or agreements that may influence the delivery of courses or services.
- All contractual terms are written in plain language to ensure consumers understand their rights and responsibilities.

Ethical Engagement Practices:

- Ensure that advertising and promotional materials are accurate, truthful, and not misleading, adhering to relevant advertising standards and regulations.
- Avoid engaging in deceptive or unfair recruitment practices, including false promises of employment or career outcomes.

Fair and Equitable Treatment:

- Implement a fair and unbiased admissions process based on merit, without discrimination on the basis of race, gender, religion, disability, or other protected characteristics.
- We treat all consumers with fairness, dignity, and respect, regardless of their background, status, or circumstances.
- Discrimination of any form is strictly prohibited, and all consumers are entitled to equal access to our services.

Accuracy and Clarity:

- We ensure that all information provided to consumers regarding our funding contracts is accurate, up-to-date, and presented in a clear and understandable manner.
- Any changes to terms or conditions are communicated promptly and clearly to consumers.

Privacy and Data Protection:

- We respect the privacy of our consumers and handle their personal information in accordance with applicable privacy laws and regulations.
- Personal data collected from consumers is used only for the purposes specified and is safeguarded against unauthorised access or disclosure.

Complaints and Dispute Resolution:

- We have established transparent procedures for handling consumer complaints and disputes effectively and in a timely manner.
- Consumers have the right to lodge complaints or seek resolution for any grievances they may have regarding our funding contracts or services.

Consumer Education and Awareness:

- We provide educational resources and guidance to help consumers make informed decisions about our funding contracts and understand their rights and obligations.
- Consumers are encouraged to seek clarification or guidance from our customer service representatives regarding any aspect of our funding programs.

Student Support Services:

- Provide comprehensive support services to assist students throughout their educational journey, including academic advising, career counselling, and access to resources such as libraries, laboratories, and online learning platforms.
- Offer flexible learning options and accommodations for students with disabilities or special needs, ensuring equal access to educational opportunities.
- Establish channels for students to seek guidance, report grievances, or escalate complaints, with clear procedures for resolution and escalation as necessary.

Financial Protection:

- Implement robust financial management practices to safeguard student fees and tuition payments, including secure handling, accounting, and reporting procedures.
- Maintain appropriate levels of insurance and bonding to protect students in the event of unforeseen circumstances such as insolvency or closure.
- Provide transparent and timely communication regarding any changes to fees, payment schedules, or financial policies.

Quality Assurance:

- Maintain accreditation and compliance with relevant regulatory bodies, adhering to established standards and guidelines for educational delivery and assessment.

- Conduct regular reviews and evaluations of course content, materials, and teaching methodologies to ensure relevance, effectiveness, and alignment with industry standards.
- Collect and analyse feedback from learners, employers, and other stakeholders to identify areas for improvement and address any concerns or issues promptly.

Compliance and Accountability:

- We adhere to all relevant laws, regulations, and industry standards governing consumer protection.
- Our staff members are trained to uphold the principles of this policy and to ensure compliance with all applicable consumer protection requirements.

Continuous Improvement:

- Foster a culture of continuous improvement and innovation within the organisation, encouraging staff and stakeholders to contribute ideas and initiatives for enhancing the quality of education and services.
- Feedback from consumers is welcomed and used to improve our processes and enhance the overall consumer experience.
- We regularly review and update this Policy to reflect best practices, emerging trends, and feedback from consumers.

Policy Implementation Strategy

Development of the Policy

Foresite Group undertakes policy development through consultation with relevant stakeholders and with reference to our governing regulatory bodies.

Publication and Communication

Approved policies are published on our SharePoint site. Communication of new or amended policies is managed through SharePoint notifications and current news.

Review

This policy will be amended in either of the following circumstances:

- Changed requirements of our external regulatory bodies
- Changes to our internal processes