

## Policy

College of Sports & Fitness (CSF) applies a systematic approach to its consumer protection strategy. This approach includes:



### 1. Ethical and accurate marketing

CSF ensures that the advertising materials promote the college as professional, ethical, non-discriminatory and a trusted centre of learning. Through its advertising and marketing channels, CSF informs potential clients about programs and outcomes accurately and realistically.

All promotional material is approved internally by both the Managing Director and Campus Manager (or approved delegate), prior to publication.

Where promotional platforms or materials refer to fees and charges, CSF ensures that all participants are provided with clear and accurate information relating fees and charges.

CSF promotes the services by:

- Marketing only those products and services which they provide; and
- Identifying accurately and realistically those products and services in documentation and promotional material; and
- Provide advice to potential students and other clients on their services to ensure clarity of understanding.

Where CSF refers to the RTO status they provide the following details:

- Company Name
- RTO Provider Number (CRICOS Provider Number if promoting for international students)

- Qualification/ Unit of Competency codes applicable (CRICOS code numbers if promoting to international students).

**The promotional materials do not:**

- Encourage unrealistic expectations about the level of qualifications attainable and the facilities and equipment provided
- Make claim to approval or recognition that is inaccurate or use misleading or false comparison of courses with others provided by competitors
- Make misleading statements concerning the qualifications or experience of staff
- Make misleading or false statements about employment outcomes of its courses.

## **2. Provision of information**

The enrolment and induction process enables students to make informed decisions about their training and assessment requirements and enter a training pathway that is suitable and free from discriminatory barriers.

To achieve this, CSF will;

- Provide accurate and ethical marketing through its pre-enrolment information.
- Inform prospective students about pre-requisite and eligibility requirements, intake dates and fees for the training program in which they are seeking to enrol.
- Provide students with a variety of different methods to access information required to protect their rights relevant to consumer protection e.g. information is available in written and electronic form.
- Where students are under 18 years of age their Parent or Guardian is encouraged to attend information sessions and co-sign all application/enrolment forms.

## **3. Quality training and assessment**

CSF provides the training and support necessary to allow students the opportunity to achieve competency. Students are at the centre of service delivery and as such CSF will provide students with the support required to successfully complete their qualification. Trainers and assessors are highly qualified, dynamic and experienced industry professionals that optimise student's ability to meet course requirements by delivering a quality training and assessment experience.

## **4. Protecting fees being paid in advance**

CSF acknowledges that it has a responsibility under Standard 7.3 and relevant state funding contracts to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities CSF will comply with the Tuition Protection Scheme when collecting money in advance from students. Fees paid in advance by students are 'quarantined' from training revenue until program commencement. Upon commencement of training the monies received are then taken into training revenue.

## 4.1 Refunds

The Refund policy describes the circumstances in which a refund may be available to students. Please refer to the Refund Policy for more information.

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## 5. Complaints and Appeals

Despite the best efforts to provide quality services and outcomes to its students, complaints may occasionally arise that require formal resolution. The Complaints and Appeals policy and procedure addresses CSF's formal and systematic approach to complaints handling, providing a mechanism for lodging and ensuring a prompt, objective resolution of any complaints and/or assessments appeals.

### General principles

- Where matters cannot be resolved at the time they occur may be escalated by the student or their employer, by sending a completed 'Complaints' form. This form is available at [www.csf.edu.au](http://www.csf.edu.au). The completed form should be sent via email to [info@csf.edu.au](mailto:info@csf.edu.au) for action. Where email is not available, the complaint be sent posted to:

**Att: Campus Manager**  
**College of Sports & Fitness**  
12 Wentworth Ave  
Darlinghurst NSW 2010

- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- Each complaint is investigated objectively and without bias by the Managing Director (or delegate) and the Campus Manager (or delegate) who acts as the Consumer Protection Officer.
- A written record of all complaints and appeals is kept including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.

See Complaints and Appeal Policy and Procedure for detailed information.

If the student is enrolled in a Smart and Skilled Qualification the complainant can contact the Department's Customer Support Centre on 1300 772 104.

## **6. Protecting Personal Information**

CSF will collect personal information in order to properly and efficiently carry out its functions. CSF only collects personal information that is required for the purposes of employment or education, requests for Australian Government fee assistance or in order to meet government reporting requirements.

CSF's policies and procedure abide by the Australian Privacy Principles and outlines the reasonable measure taken to protect the privacy of individuals and staff in line with state and federal legislation.

A mechanism exists in which individuals and staff can raise a complaint in relation to how their personal information is handled.

See the Privacy Policy for more information.

## **7. Continuous Improvement**

CSF is committed to the provision of high quality vocational education that meets the needs of industry, employers and individuals and is compliant with the Standards for Registered Training Organisations 2015, relevant legislation and funding provider guidelines.

To ensure continual compliance and high quality education CSF is committed to an integrated continuous improvement process that reviews and evaluates the training and assessment services, student services and administrative management systems. In the event that opportunities are identified to improve our consumer protection strategy the organisation will take the corrective action required.