

DOCUMENT TYPE	P	
ADMINISTRATIVE GOVERNANCE	5	
LEGAL & CONTRACTS	4	
NUMBER	0015	

## COMPETITION AND CONSUMER LAW COMPLIANCE PLAN

<b>Purpose/ objectives</b>	<p>La Trobe University is committed to compliance with the <b>Competition and Consumer Act (“the Act”)</b> (formerly the Trade Practices Act), which aims to protect consumers and businesses (particularly small businesses) from dishonest and unfair business practices. The Act applies to the University in its dealings with students, research partners, commercial research or consultancy clients and suppliers. The consumer protection and unfair business practices provisions of the Act are contained in a part of the Act known as the <b>Australian Consumer Law (“ACL”)</b>.</p> <p>To apply the principles and intent of the Act to all University activities and management.</p>
<b>Scope/ Application</b>	<ul style="list-style-type: none"> <li>• All campuses;</li> <li>• All programs and courses and organisational areas;</li> <li>• All staff.</li> </ul>
<b>Policy Statement</b>	<p>La Trobe University is committed to compliance with the Act and all other relevant competition and consumer protections laws. The University will manage, monitor and review Competition and Consumer Law compliance in accordance with the Competition and Consumer Law Compliance Procedures and this Plan. This documents sets out the details of the University’s Competition and Consumer Law Compliance Plan, which include reviewing areas of risk, education and training, guidance materials, monitoring, complaint handling, reporting requirements and ongoing review.</p>
<b>Supporting Procedures</b>	<p>Competition and Consumer Law Compliance Procedure.</p>
<b>Responsibility for implementation</b>	<ul style="list-style-type: none"> <li>• University Council</li> <li>• Corporate Governance Audit and Risk Committee</li> <li>• Vice-Chancellor</li> <li>• Vice President (Administration) and Compliance Officer</li> <li>• General Counsel, Legal and Governance</li> <li>• Director, Risk Management</li> </ul>
<b>Responsibility for monitoring implementation and compliance</b>	<ul style="list-style-type: none"> <li>• Vice President (Administration) and Compliance Officer</li> <li>• General Counsel, Legal and Governance</li> <li>• Director, Risk Management</li> <li>• Corporate Governance Audit and Risk Committee</li> </ul>

<b>DOCUMENT TYPE</b>	<b>P</b>	
<b>ADMINISTRATIVE</b>	<b>5</b>	
<b>GOVERNANCE</b>	<b>1</b>	
<b>LEGAL &amp; CONTRACTS</b>	<b>4</b>	
<b>NUMBER</b>	<b>0015</b>	

<b>Key stakeholders</b>	<ul style="list-style-type: none"> <li>• University Council</li> <li>• Corporate Governance Audit and Risk Committee</li> <li>• Vice-Chancellor</li> <li>• Vice President (Administration)</li> <li>• General Counsel, Legal and Governance</li> <li>• Director, Risk Management</li> </ul>
-------------------------	---

<b>DOCUMENT TYPE</b>	<b>P</b>	
<b>ADMINISTRATIVE GOVERNANCE</b>	<b>5</b>	
<b>LEGAL &amp; CONTRACTS</b>	<b>4</b>	
<b>NUMBER</b>	<b>0015</b>	

<b>Initiating Body or person(s)</b>	General Counsel, Legal and Governance.
<b>Related legislation</b>	Competition and Consumer Act 2010 which is the new name for the Trade Practices Act 1974 (Cth) which commenced on 1 January 2011 Fair Trading Act 1999 (Vic)
<b>Related Policy and other documents</b>	Competition and Consumer Law Compliance Policy Competition and Consumer Law Compliance Procedure Policies and procedures in relation to complaints handling.
<b>Date Effective</b>	1 December 2012
<b>Keywords</b>	Competition and Consumer Law Compliance Plan
<b>Next Review Date</b>	1 December 2015 or as required by legislative changes.
<b>Owner/Sponsor</b>	General Counsel, Legal and Governance.
<b>Author</b>	Legal Services
<b>Contact person</b>	Paul Jeffery, Senior Solicitor Legal Services <a href="mailto:p.jeffery@latrobe.edu.au">p.jeffery@latrobe.edu.au</a>
<b>Plan</b>	<ol style="list-style-type: none"> <li>1. The implementation of an online Competition and Consumer Law Compliance program (hereafter referred to as "SAFETRAC") by 1 July 2012. SAFETRAC will enable senior managers, staff at above a nominated level, marketing staff and any other staff members as nominated by their managers to undergo Competition and Consumer Law awareness training and testing. The program will collate all result to allow the University to gauge the effectiveness of the training and to decide on additional training as required. The program allows for an unlimited number of people to be tested. The initial training was undertaken in or about mid 2010 and will be repeated on a regular basis. SAFETRAC online training will also be incorporated as part of the induction program for new University staff.</li> <li>2. The Compliance Officer in conjunction with Legal Services will undertake ongoing reviews of the University's practices and procedures to ensure that they comply with the Competition and Consumer Law Compliance Policy and Procedure, current applicable legislation and best practice every two years or as required as a result of legislative changes. As part of this process Legal Services will arrange for an independent audit to be performed every three or four years to gauge the effectiveness of the</li> </ol>

<b>DOCUMENT TYPE</b>	<b>P</b>	
<b>ADMINISTRATIVE</b>	<b>5</b>	
<b>GOVERNANCE</b>	<b>1</b>	
<b>LEGAL &amp; CONTRACTS</b>	<b>4</b>	
<b>NUMBER</b>	<b>0015</b>	

	<p>University's current practices and procedures in complying with the Act, and any applicable legislation.</p> <ol style="list-style-type: none"> <li>3. Legal Services will provide any additional training (to support the SAFETRAC online training) required to educate University management and staff of their responsibilities under the Act and related legislation such as the Fair Trading Act (Victoria) as required in accordance with principles 5 and 7 of AS3806:2006.</li> <li>4. Legal Services will regularly update Competition and Consumer law materials on the University's Legal Services website including the Competition and Consumer Law Compliance Guide, Articles, Examples and FAQ's.</li> <li>5. The University will implement and maintained adequate record-keeping and complaints-handling procedures by recording the number and type of Competition and Consumer law complaints in accordance with principles 10 and 11 of AS3806:2006. A report by the General Counsel, Legal and Governance will be provided every 2 months to the Corporate Governance Audit and Risk Committee and University Council.</li> <li>6. Legal Services will monitor the number and type of Competition and Consumer law complaints made to the University and provide monthly reports to the Compliance Officer on any Competition and Consumer law issues that have arisen in the preceding month.</li> </ol>
--	---