



Consumers taught about tutors

Parents and students are being warned about the need to check carefully before signing up for tutoring products and services.

Commissioner for Fair Trading, Rod Stowe said tutoring businesses needed to be able to substantiate any claims they made and abide by the Australian Consumer Law and its guarantees in relation to any tutoring services or products.

"Fair Trading has issued a substantiation notice to one business about its marketing claims and all businesses should be aware of the need to be able to back up any claims they make to consumers," Mr Stowe said.

"Testimonials should be genuine and businesses selling products door-to-door should not take payments within the 10-day cooling off period and must abide by termination requirements."

He said Fair Trading received 12 complaints and six enquiries about tutoring products and services in 2012.

Mr Stowe said consumer detriment was a concern in non-English speaking communities where there was a great demand for tutoring and less inclination to make formal complaints to government agencies.

"We will be working closely with multicultural communities to get the message out to parents and students about their rights and the help that Fair Trading can provide if and when disputes arise," Mr Stowe said.

Chief Executive of the Australian Tutoring Association, Mohan Dhall said the organisation's membership had grown about 20 per cent in the last year.

"We now have 428 business and individual members and the Association is the largest it has ever been," Mr Dhall said.

"Tutoring in all its forms is highly valued by parents and the sector continues to grow.

"However, in some non-English speaking background communities parents do not exercise their rights for proper accountabilities.

"They should ask whether their tutor is a member of the ATA."

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