

Consumer Protection Policy

Purpose

ABC Licence Training acknowledges its obligations in accordance with the Competition and Consumer Act 2010 and associated Australian Consumer Law requirements as well as clauses 5.1 – 5.3 of the Standards for Registered Training Organisations 2015. Australian Consumer Law protects clients and ensure fair trading in Australia. Under the Australian Consumer Law, clients have the same protections, and business have the same obligations and responsibilities, across Australia.

ABC Licence Training has implemented this policy to ensure that all current and prospective students are well informed and advised of their rights as consumers. This policy is to be read in conjunction with the rights and responsibilities, fee refund, and complaints and appeals policy of ABC Licence Training.

Policy

ABC Licence Training incorporates its Consumer Protection Policy to all activities and services provided which include advertising, marketing, enrolment, training and assessment and resolution of complaints made. ABC Licence Training will take utmost care to ensure that none of its third-party providers for any of its services are involved in misleading, deceptive or unconscionable conduct.

The Learner's Rights and Obligations

All consumers have the right to:

- Expect that the quality education and training they receive are consistent with the NVR requirements.
- Receive the necessary training and support to enable competency to be achieved.
- Be informed about the collection and disclosure of personal information as well as their right to review and correct that information.
- Have access to a fair complaints and appeals process.

Consumers have an obligation to:

- Provide accurate information to ABC Licence Training
- Behave in an ethical and responsible manner
- Abide by the student conduct requirements of ABC Licence Training.

ABC Licence Training Obligations

ABC Licence Training has obligations, including but not limited to:

- Provide accurate information to all its clients and third parties
- Provide quality training and support necessary to allow students to achieve competency
- Ensure that all staff, including authorised third parties, always meet the public expectations of ethical behaviour when undertaking activities on behalf of ABC Licence Training
- Has established a fair and easily accessible complaints and appeals process
- Has process and procedures in place to protect consumer's personal information

Procedure

If an individual feels that ABC Licence Training or its delegate has breached its obligations under the policy, they will be encouraged to make a complaint as per the complaints and appeals policy. ABC Licence will investigate the matter and reach a resolution within a reasonable time frame. The complainant will be advised of the decision in writing. All information collected pertaining to the complaint will be kept confidential and in accordance with the Privacy Act 1988 as well as the records management policy of ABC Licence Training. If the complainant is not satisfied with the resolution, then they may escalate the matter to the Consumer Protection Agency in the relevant jurisdiction:

Alternatively, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority

[asqa.gov.au](https://www.asqa.gov.au)

Phone: 1300 701 801

Legislative Context

The legislative base for this policy is as follows:

Jurisdiction	Contact Details
New South Wales (NSW)	NSW Office of Fair Trading 13 32 20 fairtrading.nsw.gov.au
Northern Territory (NT)	Northern Territory Consumer Affairs 1800 019 319 consumer@nt.gov.au consumeraffairs.nt.gov.au/
Queensland (QLD)	QLD Office of Fair Trading Phone: 13 74 68 qld.gov.au/law/fair-trading
South Australia (SA)	Consumer and Business Services 13 18 82 cbs.sa.gov.au
Victoria (VIC)	Consumer Affairs Victoria 1300 55 81 81 consumer.vic.gov.au
Western Australia (WA)	WA Department of Commerce 1300 30 40 54 commerce.wa.gov.au

- Standards for Registered Training Organisations 2015
- Competition and Consumer Act 2010
- Privacy Act 1988
- Australian Consumer Law