

POLICY	Consumer Protection
<p>Overview</p>	<p>All Australian Animal care Institute, AACI, students and potential students (Consumers) have the right to expect that the vocational training that they receive from AACI is consistent with the National VET Regulator’s requirements (the Australian Skills Quality Authority (ASQA)) and the Competition and Consumer Act 2010.</p> <p>Consumer’s rights and obligations in Australia</p> <p>All consumers have the right to:</p> <ul style="list-style-type: none"> • Expect that the education and training they receive will be of a quality consistent with the ASQA requirements • Expect that AACI shall satisfy the Commonwealths Government’s rigorous expectations in the area of quality, ethics, accountability and responsiveness • be informed about the personal information that is collected about them and their right to review and correct that information • Have access to the BAA consumer protection complaints system <p>All consumers have obligations, including but not limited to:</p> <ul style="list-style-type: none"> • delivering accurate information to AACI • act in a responsible and ethical manner <p>AACI obligations</p> <p>AACI has obligations, including but not limited to:</p> <ul style="list-style-type: none"> • Providing the training and support necessary to allow the consumer to achieve competency • Providing a quality training and assessment experience for all consumers • Ensuring that its organisation, staff and agents meet public expectations of ethical behavior at all times • Conduct marketing activities with integrity, accuracy and transparency and without financial incentives or other inducements to consumers • Ensuring prospective consumers are properly informed about their subsidised training entitlements, their fees and their responsibilities and obligations • Providing a clear and accessible feedback and customer protection system including an identified consumer protection officer or the RTO manager • Maintaining procedures for protecting consumer’s personal information.

<p>Purpose</p>	<p>The purpose of this policy is to ensure that AACI delivers a transparent disclosure process to prospective students so that sufficient information of AACI’s policies, procedures, guides, website and marketing materials so as to allow them to make an informed choice about the qualification in which they wish to enrol and abide by Australian consumer laws.</p> <p>The enrolment and induction process enables consumers to make an informed decision about their training and assessment requirements and enter a training pathway that is suitable and free from discriminatory barriers.</p> <p>Comprehensive information is available to consumers including student related policies and procedures, course and fee information, rights and responsibilities, complaints and appeal mechanisms and information regarding the collection of personal information. The organisations policies and procedures are located on the AACI’s websites and outlined in the student handbook. Consumers are provided with information prior to enrolment on how to make a complaint and/or raise any concerns related to their enrolment and / or training.</p>
<p>Quality training and assessment</p>	<p>AACI training, assessment and support necessary to allow consumers the opportunity to achieve competency. Consumers are at the center of service delivery and as such AACI will deliver consumers with the LLN and Learner Support resources required to successfully complete their qualification. Trainers and Assessors are highly qualified and experienced industry professionals that optimise a Learner’s ability to meet course requirements by delivering a quality training and assessment experience.</p>
<p>Ethical and accurate marketing</p>	<p>AACI ensures that the advertising materials that promote AACI as a professional, ethical, non- discriminatory and a trusted provider of teaching and learning. Through its advertising and marketing channels, AACI informs consumers about programs and outcomes accurately and realistically.</p> <p>All promotional material is approved internally by the National Quality Assurance and Compliance Manager or RTO manager (or approved delegate), prior to publication. Where promotional platforms or materials refer to fees and charges, AACI ensures that all consumers are provided with clear and accurate information relating to these fees and charges.</p> <p>AACI will ensure that all marketing and advertising:</p> <ul style="list-style-type: none"> • Accurately represents, to current and prospective clients, training and assessment products and services that lead to AQF qualifications or Statements of Attainment, and ensure that advertised outcomes are consistent with these qualifications;

	<ul style="list-style-type: none"> • Advertises AQF courses only if they are included in the scope of registration and will not state or imply that services are within the scope if they are not; • Ensures that all marketing and advertising materials identify training and assessment services leading to AQF qualification and/or Statement of Attainment separately from any other non-nationally recognised training / assessment services; • Ensures the appropriate use of the Nationally Recognised Training (NRT) and Australian Qualifications (AQF) logos on advertisements in accordance with Government standards and legislation; • Obtains prior written permission from any person or organisation for use of any marketing or advertising material, which refers to that person or organisation, and will abide by any conditions of that permission; • Ensures that full details of special conditions applying to our services will be communicated to our clients and participants; • Ensures it distinguishes where it is delivering training and assessment on behalf of another RTO; and • Ensures that it distinguishes where training and assessment is being delivered on its behalf by a third party <p>AACI shall ensure promotional materials do not:</p> <ul style="list-style-type: none"> • 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.
<p>Policy Statement</p>	<p>This policy defines how enrolment and induction is managed at AACI for qualifications (courses) with the focus is on protecting and informing the student so they may make informed choices about the options available to meet their learning needs. Operating under a fee-for-service model, enrolments are managed directly by AACI without third party arrangements.</p>
<p>Grievances, Complaints and Appeals</p>	<p>Despite the best efforts to provide quality services and outcomes to its consumers, complaints may occasionally arise that require formal resolution. The AACI Grievances, Complaints and Appeals policy addresses both the AACI formal and systematic approach to complaints handling, providing a mechanism for lodging and ensuring a prompt, objective resolution of any complaints and/or appeals.</p> <p>The principles of this system are as follows:</p> <ul style="list-style-type: none"> • Complaints and appeals are investigated and resolved as quickly as possible

	<ul style="list-style-type: none"> • All complaints and appeals are acknowledged in writing and finalised after a comprehensive investigation has occurred • Procedural fairness and the principles of natural justice are adopted at each stage of the complaint/appeal process • Information on how to make a complaint/ appeal is available in the student handbook and on AACI’s websites <p>Any opportunities for improvement identified through the complaints and appeals process will be actioned through the organisations continuous improvement process.</p> <p>The Grievances, Complaints and Appeals Policy may be found on the AACI website advises consumers on how to make a complaint directly to BAA.</p>
<p>Definitions</p>	<p>AQF means Australian Qualifications Framework</p> <p>Credit means a credit (also known as Credit Transfer (CT) is the process of awarding credit for a unit or units of competency (UoC), attained from another Registered Training Organisation (RTO) which are the same as the unit or units of competency in a AACI qualification.</p> <p>Enrolment means the process of a student making a decision to study a course with AACI. For enrolment purposes, the student may be an individual or part of a cohort enrolled by a corporate client / employer to meet requirements of their employees’ job role/s.</p> <p>Language, Literacy and Numeracy or LLN refers to the Australian Core Skills Framework (ASCF) Five Core Skills, these being Learning, Reading, Writing, Oral Communication and Numeracy. These Five Core Skills have been identified by the ASCF as the essential skills for individuals to hold to participate effectively in society.</p> <p>Mode of delivery means the distance education delivery method that has been adopted to deliver training and assessment at AACI.</p> <p>Recognition of Prior Learning (RPL) means an assessment process that assesses the competency(ies) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses. For more information see our Policy.</p> <p>RTO Standards 2015 and Users’ Guide means The Standards for Registered Training Organisations (RTOs) 2015 (the Standards) set out the requirements for an organisation to be registered as a training provider. The Users’ Guide aims to help RTOs make sure their practices deliver a quality experience for every student at each stage of their ‘journey’ through the VET system.</p>

	<p>Statement of Attainment (SoA) means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.</p> <p>Third party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.</p> <p>Training product means a AQF qualification, skill set, unit of competency, accredited short course and module.</p> <p>Unique Student Identifier (USI) means an individual education number for life. It also gives a student an online record of their VET training undertaken in Australia.</p> <p>VET means Vocational Education and Training</p>
<p>Fee, Charges and Refund Information</p>	<p>AACI will ensure that students receive full and accurate information about course fees and charges, and the student’s rights, prior to enrolment or the commencement of training and assessment, whichever comes first, including:</p> <ul style="list-style-type: none"> • fees that must be paid to AACI; • Consumers will be notified of any schedule of payments • payment terms and conditions including refunds; • the student’s rights as a consumer, including but not limited to any statutory¹ cooling-off period, if one applies; • Consumers will be entitled to three (3) attempts to complete a unit of competency without additional cost unless mitigating circumstances exist: • Fees will be adjusted to reflect any RPL or CT and if necessary refunds will be made; • Information on fee refunds and withdrawal of enrolment without penalty will be supplied • the student’s right to obtain a refund for services not provided if the arrangement is terminated early, or AACI fails to provide the agreed services.

¹ There is a 5 business day cooling off period for tuition agreements entered into between Learners and AACI. If the cooling off period is found to be insufficient at law the student is still required to pay a \$800 administration fee to AACI due to the time and cost of enrolling a student in a course.

<p>Protecting Personal Information</p>	<p>AACI will collect personal information in order to properly and efficiently carry out its functions. AACI shall only collect personal information that is required for the purposes of education or in order to meet government reporting requirements.</p> <p>AACI'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.</p> <p>The AACI's Privacy Policy and Student USI Policy can be located on the website</p>
<p>Continuous Improvement</p>	<p>AACI 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.</p> <p>To ensure continual compliance and high quality education BAA are 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.</p>
<p>Related Legislation</p>	<p>Standards for Registered Training Organisations 2015 Student Identifiers Act 2014 Users' Guide Standards for Registered Training Organisations (RTOs) 2015 National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 RTO Standards 2015-Standard 1, Clauses 3.5, 5.1, 5.2, and 5.3 (Clause 5.1 to 5.3 – informing and protecting students)</p>
<p>Related Documentation</p>	<p>AACI LLN Policy and Procedure AACI LLN and Learner Support Policy and Procedure AACI Fees and Charges Policy and Procedure AACI Refund Policy AACI Statement of Fees AACI Scholarships Terms and Conditions Assessment Policy Student Information Guide Student Record Management Policy Student Pre-Enrolment Privacy Policy Access and Equity Policy Recognition of Prior Learning Policy National VET Data Privacy Notice</p>

	<p>Continuous Improvement Policy Compliance with Legislation Policy and Procedure</p>
Review	<p>This policy and procedure will be reviewed annually or amended following continuous improvement strategies implemented by AACI.</p>

**Version Control and Responsible Officers
Review / amendment history**

Policy Approved by: Chief Executive Officer / RTO Manager

Responsible Officer: Chief Executive Officer / RTO Manager

Next Policy Review Date: 1 May 2024

Version	Date	Details
1.0	4 August 2021	Policy approved and issued
2.0	1 March 2022	Minor Changes
3.0	1 September 2022	RTO Registration TOID and contact details
4.0	1 May 2023	Update LLN Guide, Refund, Withdrawal and Cancellation Fees, costs of Printing Manual and overseas based students clarified and updated

Contact AACI for further information concerning this policy

support@aac.edu.au