

Consumer Protection Policy and Procedure

Consumer Protection Policy and Procedure | Version 1.1 | 27.1.17 | Akram Kahla Pty Ltd t/a Australian Training and Qualification College | RTO ID 41336 CRICOS ID 03651G

Purpose and Scope

The following policy and procedure outlines the organisations consumer protection strategy to ensure

that all of Akram Kahla Pty Ltd t/a Australian Training and Qualification College potential and current students (consumers) have their rights protected in

accordance with consumer protection legislation and contractual requirements. This policy and

procedure is applicable to all staff and contractors, employers and potential students and has been

designed to be read in conjunction with the Complaints and Appeals Policy and Procedure, Marketing

and Advertising Policy and Procedure, Privacy Policy and Procedure, Subcontracting Policy and

Procedure and Continuous Improvement Policy and Procedure.

Abbreviations / Definitions

Consumers Prospective and current students/clients

Fee protection Describes how the organisation in accordance with Clause 7.3 and Schedule 6 of the Standards for Registered Training Organisations protects student's fees if paid in advance.

Funding subsidy provided by the government to assist students with the fees associated with vocational education and training.

RTO Registered Training Organisation

Smart and Skilled A reform of the NSW Vocational Education and Training System that provides eligible students with government subsidised funding.

Third party Is any party that provides services on behalf of the RTO but does not include a staff member/employee.

USI Unique Student Identifier

Policy

Akram Kahla Pty Ltd t/a Australian Training and Qualification College uses a comprehensive and systematic strategy to ensure that consumers' rights are

protected and the Organisation follows all related legislation and regulatory requirements. The strategy

includes;

- Ethical and accurate advertising/ marketing
- Comprehensive information provision
- Fee protection
- Accessible and transparent complaints and appeals processes and systems
- Protection of consumer's personal information

Policy and Procedure Name Consumer Protection Policy and Procedure

Version 1.1

Approved By Chief Executive Officer

Date Approved 27/01/2011

Review Date 14/04/2018

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Ethical and accurate advertising/marketing

Akram Kahla Pty Ltd t/a Australian Training and Qualification College ensures that it provides all prospective and current learners and clients with accurate,

factual and accessible information about the RTO, its services and performance.

All advertising and marketing material is systematically checked in accordance with the organisations

“Advertising and Marketing Policy and Procedure” and is approved by the General Manager Accredited

Learning prior to its publication release.

The advertising and marketing of all products listed on its scope of registration are free of inducements

and do not provide the consumer with any guarantees of a successful completion outcome, that their

course can be completed in a manner inconsistent with volume of learning requirements, and that their

course will lead to an employment or licensing outcome if this cannot be guaranteed.

Where a course is offered under a funding subsidy Akram Kahla Pty Ltd t/a Australian Training and Qualification College provides information in accordance

with its contractual requirements including but not limited to; the acknowledgement of funding, subsidy

details and any loss of entitlement that may occur.

In the instance where the advertising and marketing of products on Akram Kahla Pty Ltd t/a Australian Training and Qualification College scope of registration is undertaken by another party, Akram Kahla Pty Ltd t/a Australian Training and Qualification College ensures that;

- A comprehensive agreement outlines the expectation and requirements of both parties.
- Advertising and marketing principles and materials remain consistent with the organisations

“Advertising and Marketing Policy and Procedure”.

- Advertising and marketing materials are approved by the Director.
- Where a third party is being used to recruit students on the organisations behalf this is clearly

identified and reflected in the relevant marketing and advertising materials

- Monitoring processes and systems are in place to monitor the third party agreement and the student’s experience.

For more information, see Akram Kahla Pty Ltd t/a Australian Training and Qualification College “Advertising and Marketing and Subcontracting Policy and Procedure”.

Comprehensive information provision

Throughout the application and enrolment process Akram Kahla Pty Ltd t/a Australian Training and Qualification College provides consumers with different ways to access the relevant information required to make an informed decision about their course and

RTO selection and to fully understand their rights and responsibilities. The application, enrolment and

continuous improvement process supports the provision of information and closely monitors the

students experience to ensure that consumer rights are upheld at all times.

Information is accessible via a variety of different ways including but not limited to the organisations

website, student handbook, applicant information sessions, student interviews and by speaking to

Learning staff throughout the application and enrolment process.

Comprehensive information is available to consumers including student related policies and procedures, course and fee information, rights and responsibilities, feedback, complaints and appeals

mechanisms and the collection of personal information. The organisations policies and procedures are

located on the Akram Kahla Pty Ltd t/a Australian Training and Qualification College website and a synopsis outlined in the student handbook. Detailed course

information can also be found on the website and is sent to applicants on enquiry.

Consumers are provided with information prior to enrolment on how to make a complaint and/or raise

any concerns related to their enrolment. Students are provided with the Consumer Protection Officer

and where government subsidies are offered, the relevant Department Customer Support Centre

contact details.

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To protect the rights of consumers under 18 years of age parents/ guardians are encouraged to attend

scheduled information sessions and to ask questions relating to their child's application/ enrolment. To

ensure that sufficient information has been provided Parents/ Guardians are required to co-sign the

declaration found on the application and enrolment form. For more information, see Akram Kahla Pty Ltd t/a Australian Training and Qualification College

“Student Enrolment Policy and Procedure”.

Akram Kahla Pty Ltd t/a Australian Training and Qualification College is committed to meeting its contractual requirements and in accordance with the

Standards for Registered Training (RTOs) 2015 does not collect more than \$1500.00 in pre-paid fees

at any one point in time.

Students prior to enrolment are made aware of the following;

- Fee protection mechanisms (information contained in fees and refund policy and procedure)
- Fees to be charged, by when and in what amounts
- Payment plans
- Refund policy and procedure and criterion

- How to apply for a refund
- Complaints and appeal process

For more information, see Akram Kahla Pty Ltd t/a Australian Training and Qualification College “Fees and Refund, and Complaints and Appeals Policy and Procedure”.

Accessible and transparent complaints and appeals processes and systems

To ensure the organisation delivers high quality training and continually improves upon its systems and

processes, Akram Kahla Pty Ltd t/a Australian Training and Qualification College has an accessible and transparent complaints process and system. The

complaints and appeals process quickly responds to allegations involving the conduct of the RTO, its

trainers, assessors or other staff, a third party providing services on Akram Kahla Pty Ltd t/a Australian Training and Qualification College behalf or a learner of

Akram Kahla Pty Ltd t/a Australian Training and Qualification College.

The principles of this system are as follows;

- Complaints and appeals are investigated and resolved as quickly as possible.
- 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 the organisations website.
- So that consumers are aware of their rights and options for making a complaint or providing feedback about NSW Smart and Skilled subsidised training a link to the Smart and Skilled website and details of the 1300 number are printed on all public information, application forms and student induction material.
- Where Akram Kahla Pty Ltd t/a Australian Training and Qualification College considers more than 60 calendar days are required to process and finalise the complaint/appeal they will inform the complainant/appellant in writing as to why this is

required and will provide the complainant/appellant regular progress updates on the progress of this matter.

Where complaints and appeals are unable to be resolved internally and at the request of the

individual a review by an appropriate independent party of the RTO and the complainant/appellant occurs.

Any opportunities for improvement identified through the complaints and appeals process will be

actioned through the organisations continuous improvement process.

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For more information, see Akram Kahla Pty Ltd t/a Australian Training and Qualification College “Complaints and Appeals and Continuous Improvement Policy and Procedure”.

Protection of consumer’s personal information

All prospective and current consumer personal information is protected in accordance with the National

Privacy Principles. The following principles are applied;

Akram Kahla Pty Ltd t/a Australian Training and Qualification College only collects personal information for the purposes of application/enrolment.

Consumers are provided with information on the Unique Student Identifier and are required to

sign a declaration/consent authorising Akram Kahla Pty Ltd t/a Australian Training and Qualification College to use/verify their USI for the purpose of their enrolment.

Information is securely stored and only accessed by Staff for the purposes of the individual’s enrolment.

Consumers are provided with information on how their information will be collected, used and stored prior to enrolment.

Students complete a declaration stating that they consent to their personal information being

collected and used by Akram Kahla Pty Ltd t/a Australian Training and Qualification College, governments and other agencies for the purpose of administration and research.

Consumer's personal information is not disclosed to another party without the individual's written consent.

Students have a right to access and correct their personal information.

For more information, see Akram Kahla Pty Ltd t/a Australian Training and Qualification College "Privacy Policy and Procedure".

Procedure

As outlined throughout this document consumers are encouraged to obtain information through the

relevant policy and procedure available via the website, their student handbook or on request form

Learning staff. If a student wishes to make a formal complaint or an appeal they are encouraged to

follow the organisations complaints and appeals policy and procedure addressing their complaint/appeal to the Akram Kahla Pty Ltd t/a Australian Training and Qualification College Consumer Protection Officer.

Consumer Protection

Mail to: admin@atqcollege.edu.au

T: 1300 687 287

If the consumer is unable to resolve their complaint, appeal or concern internally and they are

participating in a NSW Smart and Skilled funded program they are encouraged to contact the NSW

Smart and Skilled Customer Support Centre or their local STS Regional Office. Information on how

consumers can make a complaint or provide feedback is outlined on the website, in the student

handbook and on all public information including application forms and student induction material.

NSW Smart and Skilled Customer Support Centre

Telephone: 13 28 11 Email: enquiries@smartandskilled.nsw.gov.au

Website: <https://smartandskilled.nsw.gov.au>:

References

Australian Privacy Principles



AUSTRALIAN TRAINING
&
QUALIFICATION COLLEGE

- Privacy Act 1998
- Smart and Skilled Consumer Protection Strategy
- Smart and Skilled Contract Terms and Conditions 2016
- Smart and Skilled Operating Guidelines - 1/12/2016 – 31/12/2016
- Standards for Registered Training Organisations (RTOs) 2015