



# CONSUMER PROTECTION POLICY

## Purpose

In accordance with consumer protection laws, the AILC must ensure that learners are adequately informed about the services they are to receive, their rights and obligations, and the AILC's responsibilities under these Standards.

This information must be provided prior to the commencement of services and includes any third party arrangements affecting the delivery of training and/or assessment. This is to occur regardless of the manner in which the learner has been engaged, and whether the learner was initially engaged by the AILC itself or a third party.

## Policy

The AILC will provide or make readily available information to the learner that outlines the services the AILC will provide the learner, along with the rights and obligations of the learner and the AILC.

The AILC must provide information to the learner through one or more documents, for example, an enrolment form, policy, employment contract or agreement, induction handbook or documented practice, training plan or training contract.

## Inform and Protect Learners

Prior to enrolment or the commencement of training and assessment, whichever comes first, the AILC must provide advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

The AILC must also provide, in print or through referral to electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the AILC and at a minimum includes the following content:

- The code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- The training and assessment, and related educational and support services that the AILC will provide to the learner including the:
  - Estimated duration
  - Expected locations at which it will be provided
  - Expected modes of delivery
  - Name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the AILC's behalf, and
  - Any work placement arrangements.



- The AILC's obligations to the learner, including that the AILC is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- The learner's rights, including:
  - Details of the AILC's complaints and appeals process required by Standard 6 of the ASQA regulations, and
  - If the AILC, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- The learner's obligations:
  - Any requirements the AILC requires the learner to meet and enter and successfully complete their chosen training product, and
  - Any material and equipment that the learner must provide.

## Fee Collection from the Learner

Where the AILC collects fees from the individual learner, either directly or through a third party, the AILC provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- All relevant fee information including:
  - Fees that must be paid to the AILC, and
  - Payment terms and conditions including deposits and refunds
- The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- The learner's right to obtain a refund for services not provided by the AILC in the event the:
  - Arrangements is terminated early, or
  - The AILC fails to provide the agreed services.

## Consumer Rights

To enable learners to decide if the AILC and its courses are suitable for them, prior to enrolment or commencement of training or assessment activities, the AILC must provide clear information to learners about consumer rights. This involves informing learners:

- About their rights as a consumer, in accordance with state/territory laws.
- If state or territory laws where the course is being offered require a cooling-off period, the AILC must provide information about this.
- The AILC must also notify learners when any change occurs that may affect the services you are providing them. This includes:
  - A change in ownership of the AILC, and/or



- Any changes to, or new third-party arrangements the AILC puts in place, for the delivery of services to those learners.

## Compliance

The AILC must retain evidence showing these requirements have been complied with in full. The type of evidence will vary depending on how the information is presented to prospective learners.

For example, while the AILC could provide the relevant information on their website, the AILC would still need to demonstrate that individuals are always directed to consumer rights information prior to enrolment. Regardless of how the information is provided to prospective learners, it must be accurate and conform to the planned training and assessment described in the AILC's training and assessment strategies.

## Review

The Consumer Protection Policy will be revised and updated annually. The next review date is 1<sup>st</sup> December 2017.

## Authorisation

The Consumer Protection Policy has been approved by the Chief Executive Officer of the Australian Indigenous Leadership Centre.

Version	Created /reviewed	Reviewed & Changes	By whom
1	2014	Created	Rachelle Towart
2	06/02/2017	Updated and Formatted	Evelyn Lazanas