

35. Consumer Protection Policy

Standard 5 - states in order to ensure that participants are adequately informed about the services they are to receive, their rights and obligations, and the RTO's responsibilities under these Standards, the RTO must provide participants with information prior to commencement of services including any third party arrangements affecting the delivery of training and/or assessment.

35.1 Objective – Policy Statement

This policy sets out Training Beyond 2000 Pty Ltds consumer protection obligations to advise prospective and current participants of their rights as consumers of our products and services.

We have an obligation to:

- provide the training and support necessary to enable participants to achieve competency;
- provide a quality training and assessment service for all participants;
- provide a clear and accessible feedback and consumer protection process; and
- maintain procedures for protecting participant's personal information.

35.2 Context

Training Beyond 2000 Pty Ltd has an obligation to meet the Standards for RTOs 2015. Participants therefore can expect that the training and assessment services they receive will be of a quality consistent with these requirements.

Training Beyond 2000 Pty Ltd provides consumer protection as part of its provision and delivery of quality training and assessment.

Training Beyond 2000 Pty Ltd does not actively solicit prospective participants through aggressive marketing promotions such as through unsolicited emails or telephone calls.

Prospective participants are generally referred by the aged care providers where they are employed.

Should any participant wish to withdraw from a course they will be refunded any fees in accordance with our Financial Management policy and procedures. In effect participants have a 'cooling off' period. A "Discontinuance/Withdrawal from Qualification" form can be found both in the Appendix and on our website.

35.3 Responsibilities

This policy applies to all staff and participants.

We are responsible for providing:

- accurate information to participants about our services and fees;
- information to participants about their rights and responsibilities;
- a complaints and appeals procedure and information to participants about how to access this;
- a dedicated consumer protection officer;
- information to participants about the collection and use of their personal information; and
- information to participants about how to update their personal information.

35.4 Contact

Carla Unicomb, Director Training Beyond 2000 Pty Ltd is the nominated Consumer Protection Officer.