

RTO	Builders Academy Australia (RTO ID 21583)
Type	Public Internal
Applicable standards	Standards for Registered Training Organisations 2015 All state and territory funding contracts The Competition and Consumer Act 2010
Authorised by	National Quality Assurance and Compliance Manager
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## Policy: Consumer Protection

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### Overview

All Builders Academy Australia (BAA) students and potential students (consumers) have the right to expect that the training they receive from BAA is consistent with the National VET Regulator's requirements (the Australian Skills Quality Authority) and the requirements of state and territory funding contracts and the Competition and Consumer Act 2010.

#### **Consumer's rights and obligations**

All consumers have the right to:

- Expect that the education and training they receive will be of a quality consistent with the national VET regulator's requirements (the Australian Skills Quality Authority) and State and Territory Contract requirements
- Expect that BAA will meet state and federal 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

All consumers have obligations, including but not limited to:

- Providing accurate information to BAA
- Behave in a responsible and ethical manner

#### **BAA obligations**

BAA has obligations, including but not limited to:

- 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
- Maintaining procedures for protecting consumer's personal information.

## Quality training and assessment

BAA provides the training and support necessary to allow consumers the opportunity to achieve competency. Consumers are at the center of service delivery and as such BAA will provide consumers with the support required to successfully complete their qualification. Trainers and Assessors are highly qualified and experienced industry professionals that optimise a student's ability to meet course requirements by delivering a quality training and assessment experience.

## Ethical and accurate marketing

BAA ensures that the advertising materials promote the RTO as professional, ethical, non-discriminatory and a trusted centre of learning. Through its advertising and marketing channels, BAA informs consumers about programs and outcomes accurately and realistically. Where a course is offered under a funding subsidy BAA provides information on how accessing this funding may affect accessing Government funded training opportunities in the future.

All promotional material is approved internally by the National Quality Assurance and Compliance Manager (or approved delegate), prior to publication.

Where promotional platforms or materials refer to fees and charges, BAA ensures that all consumers are provided with clear and accurate information relating to these fees and charges.

### **BAA will ensure that all marketing and advertising:**

- 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;
- 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;
- Complies with all marketing requirements under individual state funding contracts;
- 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

### **BAA promotional materials do not:**

- 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.

## Provision of information

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.

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 BAA website 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.

## Grievances, Complaints and Appeals

Despite the best efforts to provide quality services and outcomes to its consumers, complaints may occasionally arise that require formal resolution. The BAA Grievances, Complaints and Appeals policy addresses both the BAA formal and systematic approach to complaints handling, providing a mechanism for lodging and ensuring a prompt, objective resolution of any complaints and/or appeals.

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
- Any opportunities for improvement identified through the complaints and appeals process will be actioned through the organisations continuous improvement process.

*The Grievances, Complaints and Appeals Policy may be found on the BAA website advises consumers on how to make a complaint directly to BAA. <https://buildersacademy.com.au/key-links-and-documents/>*

## Fees, Charges and Refunds

BAA will ensure the following:

- All information regarding fees to be paid by the student will be supplied individually
- Consumers will be notified of any schedule of payments
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment
- All fees collected by BAA will be retained by BAA
- Consumers will be entitled to two (2) attempts to complete a unit of competency without additional cost
- 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

## Fee Protection

BAA acknowledges that it has a responsibility under Standard 7.3 and relevant state funding contracts to protect the fees paid by consumers in advance of their training and assessment services being delivered. To meet our responsibilities BAA is a member of the ACPET Tuition Assurance Scheme.

The Fees, Charges and Refund Policy describes how fees are collected and also describes the circumstances in which a refund may be available to consumers.

*For further information please see our Fees, Charges and Refunds Policy located on our website:*

<https://buildersacademy.com.au/key-links-and-documents/>

## Protecting Personal Information

BAA will collect personal information in order to properly and efficiently carry out its functions. BAA only collects personal information that is required for the purposes of education or in order to meet government reporting requirements.

BAA 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.

*The BAA Privacy Policy and Student USI Policy can be located on the BAA website: <https://buildersacademy.com.au/key-links-and-documents/>*

## Continuous Improvement

BAA 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.

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 require