

| POLICY | Consumer Protection |
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| ASQA Standards 2025 | Compliance Standards and Fit and Proper Person Requirements) Instrument 2025 |
| Purpose | This Policy and Procedure ensures AACI protects students and prospective students by providing clear, accurate, current and accessible information before enrolment and throughout the student journey. It also sets out AACI's approach to consumer protection in relation to marketing, pre-enrolment information, fees and refunds, privacy, complaints handling, and the integrity of nationally recognised training information |
| Scope | This Policy and Procedure applies to: <ul style="list-style-type: none"> • prospective students • current students • former students where post-study matters arise • AACI staff and contractors involved in marketing, enrolment, student information, administration, complaints handling and support • any third party engaged by AACI, where relevant, in providing information or services to students. |
| Responsibilities | <p>Chief Executive Officer / RTO Manager Approves this Policy and Procedure, oversees consumer protection systems, and ensures AACI responds appropriately to significant consumer protection risks or complaints.</p> <p>Compliance / Quality delegate Monitors ASQA requirements and consumer protection risks, reviews marketing and pre-enrolment information controls, supports corrective action, and monitors continuous improvement arising from student issues.</p> <p>Student Administration / Enrolment staff Ensure students are provided with current and accurate information before enrolment, explain relevant fees and conditions, and refer students to appropriate policies and support pathways.</p> <p>Marketing staff / contractors Use only approved and current information, submit materials for approval before publication, and remove outdated material when instructed.</p> <p>All staff and contractors Must provide truthful, current and approved information and must not make misleading or unsupported representations to students.</p> |

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| Policy Statement | AACI is committed to honest, transparent and ethical dealings with students and prospective students. AACI will ensure that students are given the information they need to make informed decisions and that AACI’s services are delivered in a way that is consistent with the 2025 Standards, consumer protection principles and applicable law. AACI will not publish or communicate information that is false, misleading, deceptive, outdated or incomplete in a way that could affect a student’s decision-making. |
| Principles | AACI will ensure that: <ol style="list-style-type: none"> 1. information for prospective and current students is clear, accurate, current, accessible and sufficiently detailed 2. marketing and advertising materials are quality assured before publication and reviewed regularly 3. fees, charges, refunds and any funding or scholarship conditions are explained clearly before commitment 4. nationally recognised training is clearly distinguished from any other services 5. privacy and personal information are handled lawfully and transparently 6. complaints and appeals pathways are accessible and clearly communicated 7. consumer feedback and complaint data are used to support continuous improvement |
| Quality training and assessment | 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. |
| Ethical and accurate marketing | <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 |

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| | <p>Statements of Attainment, and ensure that advertised outcomes are consistent with these qualifications;</p> <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 Requirements</p> | <p>1. Pre-enrolment information</p> <p>Before enrolment or commencement, AACI will provide students with access to information that is clear, accurate, accessible and sufficiently detailed to support informed decision-making. This includes, where relevant:</p> <ul style="list-style-type: none"> • course code and title • delivery mode and location • duration and structure • entry requirements and practical requirements • fees, charges and refund information • support services and learner responsibilities • complaints and appeals information • privacy information • nationally recognised training status and certification outcomes. |

2. Marketing and advertising

All marketing and advertising must be:

- accurate, current and not misleading
- quality assured before publication
- clearly attributable to AACI
- consistent with AACI's scope of registration and actual delivery arrangements
- clear about any third-party role where relevant
- free from inappropriate inducements and guaranteed-outcome claims.

AACI will maintain evidence of approved marketing and advertising materials and review published materials regularly to ensure continued accuracy and currency.

3. Nationally recognised training and certification information

Where AACI advertises nationally recognised training, AACI will clearly identify the training as nationally recognised where appropriate and distinguish it from any non-accredited or other services.

Any use of the NRT logo or claims about AQF outcomes will comply with current ASQA requirements and the NRT logo conditions of use.

4. Fees, charges and refunds

AACI will provide students with full and accurate information about fees, charges, payment terms, refund conditions and any fee adjustments before enrolment or commencement, whichever occurs first.

Where relevant, AACI will clearly explain:

- fees payable to AACI
- payment schedules
- refund rights and conditions
- how RPL or credit transfer may affect fees
- the student's rights where agreed services are not provided or the arrangement ends early.

5. Consumer rights and responsibilities

AACI students and prospective students have the right to:

- receive clear and accurate information
- be treated fairly and ethically
- access complaint and appeal pathways
- know how their personal information is collected, used and protected
- receive services consistent with AACI's obligations as an RTO.

Students are expected to:

- provide accurate information to AACI
- act honestly and respectfully
- meet their responsibilities under enrolment and student policies
- raise concerns promptly where clarification or assistance is needed.

6. Privacy and personal information

AACI will collect, use and protect personal information in accordance with applicable privacy requirements and AACI's Privacy Policy and related procedures. Students will be informed of:

- what information is collected
- why it is collected
- how it may be used or disclosed

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| | <ul style="list-style-type: none"> • how to access or correct their information • how to complain about privacy handling. <p>7. Complaints and appeals</p> <p>AACI will provide students and prospective students with clear information about how to make a complaint or appeal. Complaints and appeals will be handled through AACI’s formal complaints and appeals system, which will be accessible, documented and linked to continuous improvement. Consumer protection issues identified through complaints will be recorded, reviewed and actioned.</p> <p>8. Continuous improvement</p> <p>AACI will monitor consumer protection issues and use them to improve services, information and systems. This may include review of:</p> <ul style="list-style-type: none"> • student feedback • complaints and appeals • marketing errors or outdated information • fee/refund disputes • privacy concerns • continuous improvement actions and management review outcomes. |
| <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 • 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>Consumer means a prospective student, current student or former student engaging with AACI’s training, assessment or related services.</p> |

Consumer protection means the systems, information and controls AACI uses to ensure students are treated fairly, informed accurately, and able to access remedies where concerns arise.

Nationally recognised training means training products and AQF certification outcomes that are nationally recognised and within AACI's scope of registration.

Pre-enrolment information means the information provided before enrolment or commencement that supports an informed student decision.

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.

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.

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.

Mode of delivery means the distance education delivery method that has been adopted to deliver training and assessment at AACI.

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.

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.

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.

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| | <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> |
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| Protecting Personal Information | <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> |
| Continuous Improvement | <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> |
| Procedure | |
| | <p>Step 1 – Prepare and approve information</p> <p>AACI staff preparing marketing, pre-enrolment or student information must use current approved source information. Before publication or use, the material</p> |

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| | <p>must be reviewed by the authorised AACI delegate for accuracy, currency and compliance.</p> <p>Step 2 – Provide information before commitment Before enrolment or commencement, AACI must ensure prospective students are provided with, or directed to, current information about:</p> <ul style="list-style-type: none"> • the course and its requirements • fees and refunds • support and learner responsibilities • complaints and appeals • privacy and student information handling • certification and nationally recognised training status where relevant. <p>Step 3 – Respond to student questions Student Administration or authorised AACI staff must answer student questions using approved and current information only. Where staff are unsure, they must refer the matter to the appropriate AACI delegate rather than guessing or making unsupported statements.</p> <p>Step 4 – Record and retain approved materials AACI will retain approved copies of marketing and key pre-enrolment information, including version details and approval records, so evidence can be produced if requested.</p> <p>Step 5 – Review live information AACI will periodically review current website content, forms, fee information and promotional materials to ensure they remain accurate and current. Outdated or superseded information must be corrected, replaced or removed promptly.</p> <p>Step 6 – Escalate consumer protection issues Where AACI becomes aware of misleading information, incorrect fee advice, privacy concerns, unresolved consumer dissatisfaction or other consumer protection risks, the matter must be escalated to the Compliance delegate or RTO Manager for review and corrective action.</p> |
| <p>Related Legislation</p> | <p>ASQA Standards 2025 Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 Relevant sections include:</p> <ul style="list-style-type: none"> • Section 7 – Marketing and advertising • Section 8 – Guarantees and inducements • Section 20 – Compliance with laws <p>Relevant ASQA Practice Guides</p> <ul style="list-style-type: none"> • Practice Guide – Information and transparency |

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| | <ul style="list-style-type: none"> • Practice Guide – Information • Practice Guide – Integrity of Nationally Recognised Training Products <p>Student Identifiers Act 2014 Users’ Guide Standards for Registered Training Organisations (RTOs) 2015 National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020</p> |
| Related Documentation | <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 September 2026

| Version | Date | Details |
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| 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 |
| 5.0 | 1 September 2024 | Updates – Reference to ASQA 2025 Standards |
| 6.0 | 1 September 2025 | Formatting – Major Changes ASQA Standards 2025 Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 Relevant sections include: <ul style="list-style-type: none"> • Section 7 – Marketing and advertising • Section 8 – Guarantees and inducements • Section 20 – Compliance with laws Relevant ASQA Practice Guides <ul style="list-style-type: none"> • Practice Guide – Information and transparency • Practice Guide – Information • Practice Guide – Integrity of Nationally Recognised Training Products |

Contact AACI for further information concerning this policy

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