

PP011 Customer Protection Policy

SGAE provides consumer protection as part of its provision and delivery of quality training and assessment products and services.

1. Purpose

- 1.1. This Policy aims to ensure that each learner is properly informed and protected throughout all stages of engagement with SGAE for training and assessment purposes.
- 1.2. This Policy ensures that information provided to learners/clients is clear and accurate.
- 1.3. This policy advises SGAE prospective and current customers on their rights and obligations as consumers of SGAE products and services. SGAE has an obligation to:
 1. provide the training and support necessary to allow learners to achieve competency;
 2. provide a quality training and assessment experience for all customers;
 3. provide a clear and accessible feedback and consumer protection process; and
 4. maintain procedures for protecting customers' personal information.

2. Audience and applicability

- 2.1 This policy applies to all SGAE customers and staff.

3. Context

- 3.1 SGAE as a Registered Training Organisation (RTOs), has an obligation to meet the Standards for Registered Training Organisations 2015.

Customers therefore can expect that the service they receive before, during and after training/assessment will be of a quality consistent with these requirements.

- 3.2 The following documents, external to SGAE relate to the following policies:
 - Standards for Registered Training Organisations 2015
 - Occupational health and safety
 - ASQA Standards for RTOs 2015
 - ACSF booklet
 - Australian Consumer Law
 - Workplace harassment, victimisation and bullying
 - Anti-discrimination and Equal Opportunity Legislation
 - VET Act 2000
 - Privacy Act
 - Disability Act 2006 (Vic)
 - Working with Children Act 2005
 - Child Safe Standards
 - Relevant training packages, competency based training and assessment
 - Customer complaints Policy
 - Access and equity principles and application

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3.3 The following SGAE policies and procedures relate to the implementation of this policy:

- *Complaints and Appeals Policy and Procedure*
- *Fees & Refunds Policy*
- *Training and Assessment Policy and Guidelines (Quality Manual)*
- *Privacy Policy*

3.4 Evidence of compliance

As the requirement of this Policy, SGAE retains evidence that has been complied with in full by regular monitoring and updates on the web-site, marketing materials, updates of the Training and Assessment strategies, and on-going monitoring of any other activities that are related to provision of information to the learners, including trainee feedback.

4. Responsibilities and delegations procedure

4.1 SGAE authorised staff are responsible for providing the following information to learners prior to enrolment or commencement of training and assessment:

- accurate information about the training product appropriate to meeting their learning needs, taking into account the individual's existing skills and competencies. This is achieved through documented process of industry engagement (project briefs, records of engagement with industry client), Information Sessions, including the use of Student Handbook, Pre-Training Review, use of SGAE web-site as a reference point and all other published marketing materials
- current and accurate information that enable the learner to make informed decisions about undertaking training with SGAE by the use of the above-mentioned resources
- SGAEs services :full course code and title; venue, length and mode/s of delivery and/or assessment; entry requirements; support services; consumer rights and fee information and funding entitlements;
- information to customers about their rights and responsibilities;
- a complaints and appeals procedure, and information to customers about how to access this;
- The Compliance Manager is a dedicated Consumer Protection Officer, and making their contact details readily available;
- information to customers about the collection and use of their personal information;
- information to customers about how to update their personal information

4.2 Advice to the learner about any changes to the agreed services as soon as practicable

4.3 **SGAE Learners'** obligations are to:

- provide accurate and complete information;
- update their details as appropriate;
- pay any fees required;
- behave in a responsible and ethical manner;
- be aware of their rights and responsibilities;
- access and use the complaints and appeals process in the first instance.

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5. Monitoring, evaluation and reporting requirements

- 5.1 The policy will be reviewed on an ongoing basis as part of the continuous improvement procedure.

6. Contact

- 6.1 SGAE learners and clients, in the first instance, should refer to SGAE Complaints and Appeals process.

Trainees, clients can contact and seek assistance from the Compliance Manager/Consumer Protection Officer. If issues cannot be resolved at SGAE learners/clients may wish to seek assistance or a review from an independent organisation such as:

ASQA (Australian Skills Quality Authority); Ph: 1300 701 801; www.asqa.gov.au

- 6.2 The trainee/client needs to be made aware that ASQA will only consider your complaint if you include evidence that you have already exhausted your provider's complaints and appeals process. (In exceptional circumstances, ASQA may consider your complaint without this evidence.)

7. ASSOCIATED DOCUMENTS

Student Handbook

Training and Assessment Strategies

Complaints and Appeals Policy

8. RELATED STANDARDS

Standard 1, Clauses 1.3 & 1.6

9. RESPONSIBILITY

- EO
- Training Coordinator
- Compliance Manager



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Approved by: Erin White

Position: Executive Officer

Signature:

Date: 2/4/2020

Version	Created by:	Reason for update	Implementation Date
2	Jayne Mark	Replace old policy	1/4/2020

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