

CONSUMER PROTECTION POLICY

Purpose

ALAAC is committed to ethical marketing practices by ensuring transparency, accuracy, and compliance with **ASQA (Australian Skills Quality Authority)** and **CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students)** standards. ALAAC does not engage in misleading, deceptive, or unconscionable conduct and takes extra care when marketing to vulnerable consumers who may have difficulty understanding the enrolment process.

Scope

ALAAC acknowledges that **Australian Consumer Protection Law** applies to all education and training services, including:

- Advertising, marketing, and promotion of courses.
- Enrolment and pre-training information.
- Delivery of training and assessment services.
- Handling of student complaints and grievances.
- Managing student withdrawals and refunds.

Policy and Procedures

1. Transparent and Ethical Marketing

- All marketing materials and advertisements will be **accurate, factual, and compliant** with ASQA and CRICOS guidelines.
- ALAAC will not provide **false guarantees** regarding course completion, employment outcomes, or migration benefits.
- ALAAC will **monitor and review** marketing content, including **social media**, to ensure compliance.

2. Enrolment and Student Consent

- Before enrolment, students will receive **clear, comprehensive information** about:
 - Course structure, duration, and entry requirements.
 - Fees, payment terms, and refund policies.
 - Student rights and responsibilities.
- ALAAC ensures that students provide **informed and explicit consent** before enrolment.
- No student will be enrolled unless entry requirements are met, and they demonstrate the ability to successfully complete the course.

3. Protections for International Students

- ALACC follows **CRICOS requirements** for international students, including:
 - Clear information on student visa conditions.
 - Support services for English language assistance and cultural integration.
 - Compliance with ESOS (Education Services for Overseas Students) regulations.

4. Consumer Rights and Complaints Process

- Students will be informed of their **rights and protections** under Australian Consumer Law.
- ALACC provides a **fair, transparent complaints and appeals process**.
- Students may escalate complaints to **ASQA, the Training Ombudsman, or Fair Trading** if unresolved.

5. Course Delivery and Training Quality

- Courses are delivered as advertised, in **compliance with legislative requirements**.
- Training and assessment services are **fit for purpose** and meet the **Standards for RTOs 2015**.
- Reasonable adjustments will be made for students with **disabilities, chronic illnesses, or learning difficulties**.
- ALACC does not engage in third-party delivery arrangements.

6. Student Withdrawals, Refunds, and Deferrals

- Students may **defer, withdraw, or cancel enrolment** due to valid reasons such as:
 - Illness or serious injury.
 - Visa-related issues for international students.
 - Personal circumstances affecting study ability.
- Refunds will be managed as per **THE COLLEGE's Fees, Charges, and Refund Policy**.

Relevant Acts and Standards

ALACC will adhere to the following regulatory frameworks:

- **ASQA Standards for RTOs 2015 & Updated RTO Standards 2024**
- **CRICOS Guidelines for International Students**
- **Competition and Consumer Act 2010**
- **Australian Consumer Law**
- **Privacy Act 1988 and Australian Privacy Principles**
- **Spam Act 2003 (for marketing communications)**

Supporting Documents

- Marketing and Advertising Policy
- Student Enrolment and Pre-Training Review Process
- Complaints and Appeals Policy
- Fees, Charges, and Refund Policy
- Code of Practice for Trainers and Assessors

Non-Compliance and Reporting

- Any breach of this policy must be reported to the **CEO/Director of Studies**.
- Students and staff may raise concerns through THE COLLEGE's **complaints and appeals process**.
- Compliance is monitored through **regular internal audits and management reviews**.

Policy Review and Updates

This policy will be reviewed **annually** to ensure ongoing compliance with **ASQA, CRICOS, and Australian Consumer Law**.

ALACC is committed to maintaining the highest standards of consumer protection, ensuring fairness, transparency, and ethical conduct in all student interactions.

Policy:	Consumer Protection Policy
Policy owner:	CEO / Director of Studies
Reviewed by:	Compliance Team
Approval authority:	Dr Janet Lawrence, D.Ed., FACN CEO/Director of Studies
Last Review date:	April 2024
Updated:	April 2025
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