



Consumer Protection Policy

1. Purpose

ALACC is committed to upholding the highest standards of ethical conduct, transparency, and fairness in its interactions with students. This policy ensures compliance with the **Standards for RTOs 2025**, **ESOS Act**, **CRICOS Framework**, and **Australian Consumer Law**, protecting all students—especially international and vulnerable learners—from misleading or unconscionable conduct.

2. Scope

This policy applies to all staff, representatives, and marketing agents of ALACC and covers every aspect of student engagement, including:

- Course advertising and promotion
- Pre-enrolment communication and information
- Enrolment procedures
- Delivery of training and assessment
- Complaints, grievances, and refund handling

3. Policy Statements and Procedures

3.1 Transparent and Ethical Marketing

- All marketing and promotional materials, including third-party advertisements, must be truthful, current, and compliant with ASQA and CRICOS requirements.
- ALACC must not guarantee:
 - Course completion without effort,
 - Employment outcomes,
 - Migration or residency benefits.
- Marketing must include the RTO and CRICOS provider codes and clearly distinguish nationally recognised training.
- Marketing via digital platforms (website, social media, emails) is regularly monitored to ensure ongoing compliance.



3.2 Informed Enrolment and Student Consent

- Prior to enrolment, students receive detailed, accurate, and accessible information about:
 - Course duration, delivery mode, and structure,
 - Entry requirements and support services,
 - Fees, charges, payment schedules, and refund policies,
 - Consumer rights and student responsibilities.
- Informed consent is obtained in writing before enrolment.
- Students will not be enrolled unless they meet the entry requirements and demonstrate the capacity to successfully complete the course.

3.3 International Student Protections (CRICOS)

- ALACC complies fully with CRICOS and ESOS obligations, ensuring:
 - Clarity around visa conditions and maintaining enrolment,
 - Access to support for English language, academic, and cultural adjustment,
 - Monitoring of student progress and attendance as per ESOS Standards.

3.4 Student Rights and Complaints Resolution

- Students are informed of their consumer rights under the **Australian Consumer Law**.
- A clear, confidential, and fair **Complaints and Appeals Policy** is available, accessible via the website and student handbook.
- If not resolved internally, complaints may be escalated to:
 - ASQA,
 - The Training Ombudsman,
 - Consumer Affairs/Fair Trading agencies.

3.5 Quality Assurance in Training and Assessment



- All courses are delivered as advertised and meet the **Standards for RTOs 2025**.
- Assessment practices are valid, reliable, flexible, and fair.
- Reasonable adjustments are made for learners with special needs, including:
 - Disabilities,
 - Chronic illness,
 - Learning difficulties.
- ALACC does not engage in third-party delivery; all training and assessment are directly managed and controlled.

3.6 Student Withdrawals, Deferrals, and Refunds

- Students may withdraw, defer, or cancel enrolment for valid reasons including:
 - Medical issues,
 - Compassionate or compelling circumstances,
 - Visa denials or changes in residency.
- Refunds are processed in accordance with the **Fees, Charges, and Refund Policy**, which clearly outlines timeframes and conditions for eligibility.

4. Relevant Legislation and Standards

ALACC adheres to the following legal and regulatory frameworks:

- **Standards for RTOs 2025**
- **Education Services for Overseas Students (ESOS) Act 2000**
- **National Code of Practice for Providers of Education and Training to Overseas Students 2018 (updated as per CRICOS guidelines)**
- **Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010)**
- **Privacy Act 1988 and the Australian Privacy Principles (APPs)**
- **Spam Act 2003 (for email marketing)**

5. Supporting Documents

- **Marketing and Advertising Policy**



- **Student Enrolment and Pre-Training Review Policy**
- **Fees, Charges, and Refund Policy**
- **Complaints and Appeals Policy**
- **Student Handbook**
- **Code of Practice for Trainers and Assessors**
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6. Non-Compliance and Reporting

- Any breach of this policy must be reported immediately to the **CEO or Director of Studies**.
- Students and staff are encouraged to raise concerns through ALACC's **internal complaints process**.
- Compliance is regularly reviewed through:
 - Internal audits,
 - Risk assessments,
 - Continuous improvement planning.



7. Document Control

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 2025
Version:	2025.1
Next review:	April 2027
Summary of changes:	The Consumer Protection Policy has been updated to align with the Standards for RTOs 2025, current CRICOS and ESOS requirements, and Australian Consumer Law. Enhancements include clearer guidance on ethical marketing, strengthened protections for international and vulnerable students, updated complaints and refund procedures, and the removal of references to outdated standards. Language was revised for clarity, consistency, and regulatory alignment.