

CONSUMER PROTECTION

1. PURPOSE

This policy procedure describes ICG Training and Consultancy Services Pty Ltd (ICG)'s commitment to protecting the privacy of the personal information collected and retained throughout the course of our service delivery responsibilities in accordance with the Privacy Act 1988 (Commonwealth).

We are aware of our obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, and associated Australian Consumer Law (ACL) requirements, and the Standards for Registered Training Organisations 2015.

2. SCOPE

This policy forms part of ICG's Quality Management System and applies to all students, prospective students, employers, partnering organisations and all ICG staff.

3. POLICY STATEMENT

ICG will only collect and retain information that relates to a student's enrolment into a course of study. We take all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data.

The information provided to us by our consumers will only be used for the purposes of administration, communication, provision of course information, state and national reporting requirements, program monitoring and evaluation.

ICG is required to provide some government agencies and/or organisations with student information as stipulated in the Standards for Registered Training Organisations 2015.

ICG understands that Australian Consumer Law applies to all education and training services, including:

- Advertising, marketing, and promotion.
- Soliciting and taking enrolments.
- Training delivery.
- Learner assessment.
- Handling of complaints by training providers.
- Requests to cancel a learner's enrolment.

The Australian Consumer Law also applies when these services are provided by third parties on behalf of ICG.

Provider Obligations

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ICG is obliged to:

- Provide the training and support necessary to allow students to achieve competency,
- Provide a quality training and assessment experience for all consumers,
- Provide a clear and accessible feedback and consumer protection system, including a designated and identified consumer protection officer,
- Maintain procedures for protecting consumers' personal information,
- Have established, documented and accessible consumer feedback and complaints handling policies and procedures, and
- Provide consumers with details of these pathways for resolving or escalating complaints.

Consumer Rights and Obligations

ICG consumers:

- Have the right to expect that the quality of their training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable),
- Have the right to be informed about the collection of personal information and be able to review and correct that information,
- Have the right to access ICG's complaints handling process,
- Must provide us with accurate information, and
- Must behaving in a responsible and ethical manner.

ICG uses a comprehensive and systematic strategy to ensure that consumers' rights are protected, and that we follow all related legislation and regulatory requirements. The strategy includes:

- Ethical and accurate advertising/marketing .
- Comprehensive information provision .
- Fee protection .
- Accessible and transparent complaints and appeals processes and systems .
- Protection of consumer's personal information .

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Consumer Protection Complaints

If an individual believes that ICG or one of our third-party representatives has breached our obligations in the undertaking of marketing and sales activities, they may raise a complaint in accordance with the *Complaints Handling Policy Procedure*.

We encourage individuals to discuss the situation with their trainer/assessor in the first instance, before making a complaint to the Consumer Protection Officer.

4. PROCEDURES

4.1 Quality Assurance Statement

- a) A Quality Assurance Statement is published that ensures the training and assessment services we provide will meet the legislative requirements of a Registered Training Organisation, be fit for purpose, and delivered in the advertised timeframe.

4.2 Information

- a) All information provided to consumers about training products and services will be accurate and factual and be quality controlled.
- b) ICG will not offer any incentives of any kind to encourage enrolment in a training product nor make any guarantees to the effect that students will successfully complete their training program, obtain employment on completion or that a training product will be delivered in a manner that does not meet the Standards for RTO's 2015.
- c) Information regarding any third-party arrangements in relation to recruitment and training and assessment will be provided to all current and prospective students.
- d) Students are informed of any limited entitlement schemes that may impact them by enrolling in a training product. This includes where students can only access one course in a limited time frame and where they may be excluded from funding for other training.
- e) Students are advised, as soon as practicable, of any changes to agreed services, including any changes to relevant legislation, existing third-party arrangements, new third-party arrangements, or a change in ownership.

4.3 Marketing

- a) Marketing by email will meet the legal obligations of the Spam Act 2003, namely:
 - i. It is only directed to previous students or people who have given express consent or where inferred consent can be established.

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- ii. It clearly and accurately identifies the sender of the message and provides information on how they can be contacted; and
- iii. There is an unsubscribe option.

b) All unsolicited marketing such telemarketing or direct marketing at a location other than our premises (including door to door sales), will meet the requirements of the Australian Consumer Law including the requirement for cooling off periods as follows:

- i. A cooling-off period (which begins the first day after a service contract is received and signed by the student) will apply during which the contract can be cancelled without payment or penalty.

4.4 Complaints

a) Any complaint will be treated as an opportunity to review and improve the services provided by ICG and will be included as part of our Continuous Improvement Strategy.

4.5 Consent

a) Written consent is obtained from anyone whose photograph, testimonial, logo, or work is used in any form of marketing or promotion.

4.6 Privacy

a) All personal information will be recorded and stored in line with the National Privacy Principles.

5. VARIATIONS

ICG reserves the right to vary, replace or terminate this policy from time to time.

6. DEFINITIONS

As defined in the Quality Management Strategy.

7. RELATED DOCUMENTS

- Complaints Handling Policy Procedure.
- Complaints Lodgement Form.
- Assessment Appeals Policy Procedure.
- Assessment Appeal Review Form.
- Complaints and Appeals Register.

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