

Policy and Procedure

POLICY

Purpose and Scope

The purpose of this Consumer Protection Policy and Procedure is to outline Aurora Training and Professional Services' commitment to ensuring the rights of students, employers and clients are protected in accordance with:

- Australian Consumer Law (ACL)
- Standards for RTOs 2025 (including transparency, fairness, accurate information and student support obligations)
- Smart and Skilled NSW Consumer Protection Framework
- Skills Assure Supplier (QLD) Contractual Obligations
- Australian Privacy Principles (APPs) under the *Privacy Act 1988*

This policy ensures that consumers receive accurate, clear information about training, fees, refunds, support services and their rights, and that the organisation maintains transparent and fair processes to protect consumers at every stage of the student journey.

This policy applies to all staff, students, employers, trainers/assessors, contractors and third-party partners.

This policy supports the Consumer Protection Statement (Appendix A), published on Aurora Training and Professional Services' website and in the Student Handbook.

Definitions

2025 Standards	Regulatory standards governing RTOs including requirements for accurate information, learner protection, fee transparency, complaints, and support.
Australian Consumer Law (ACL)	National law that protects consumers and prohibits misleading or deceptive conduct, unfair practices, or unfair contract terms.
Consumer	Any student, prospective student, employer or client receiving training or assessment services.
Skills Assure Supplier (QLD)	Queensland Government's framework for RTOs delivering funded training including consumer protection and dispute resolution obligations.

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Smart and Skilled (NSW)	NSW Government program that includes specific consumer protection requirements and access to the Smart and Skilled Customer Support Centre.
Training Product	AQF qualification, skill set, unit of competency, accredited short course or module as listed on www.training.gov.au .

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Aurora Training and Professional Services is committed to ensuring:

1. **Quality and Standards**
Students have the right to expect that their education and training meet the standards and regulations set by the Australian Skills Quality Authority (ASQA) and government funding programs.
2. **Safe and Supportive Learning Environment**
Students receive a culture of respect and inclusivity that is free from discrimination, harassment and bullying, while maintaining safe, clean and well-maintained facilities and resources, ensuring access to support services, and enforcing policies and procedures that protect the health, safety and well-being of all students.
3. **Accurate and Ethical Information Provision**
All marketing, enrolment information and advice provided to students is clear, accurate, current and not misleading.
4. **Fee Transparency & Protection**
Fees, charges, refunds and payment terms are clearly communicated before enrolment in line with Australian Consumer Law, ensuring transparency and fairness, and any fees paid in advance are protected in accordance with Standard for RTOs requirements, Aurora Training and Professional Services' policies and all applicable contractual obligations.
5. **Fair Withdrawals and Refunds**
Students are treated fairly when withdrawing and are provided access to the <RTO's> Refunds Policy.
6. **Accessible Complaints & Appeals**
A clear, fair and efficient complaints and appeals system is available to all students, without disadvantage or penalty.
7. **Customer Feedback Opportunities**
Students are provided with multiple ways to provide feedback, including surveys, emails and discussions with staff.

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8. Protection of Personal Information

Collection, storage and use of information is compliant with the Privacy Act 1988 and Australian Privacy Principles.

9. Consumer Protection Officer

The General Manager (appointed Consumer Protection Officer) oversees the protection of students' rights and manages related issues.

10. Training Continuity & Discontinuation

If training is discontinued, the Aurora Training and Professional Services will support students to complete or transition to another provider.

PROCEDURE

1. Provision of Accurate Information

Procedure	Responsibility
1.1 All marketing materials must be accurate, up-to-date and compliant.	Marketing
1.2 Students receive clear pre-enrolment information including: <ul style="list-style-type: none"> • eligibility and entry requirements • fees, charges, subsidies and refunds • training and assessment arrangements • support services 	BDM
1.3 No staff member may provide false, misleading or deceptive information.	All Staff

2. Protecting Fees Paid in Advance

Procedure	Responsibility
2.1 Aurora Training and Professional Services complies with fee protection requirements under the 2025 Standards for RTOs.	CFO

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2.2	Students must not be asked to pay more than the maximum allowable amount ¹ prior to course commencement.	CFO
2.3	Up to date fee information must be detailed on the website and referenced in the Student Handbook (Fees, Payments and Refunds).	Compliance

3. Withdrawals and Refunds

Procedure	Responsibility
3.1 Students are entitled to request withdrawal at any time.	Student
3.2 Refunds must be applied according to the Fees, Charges and Refunds Policy and Procedure	Student Support
3.3 Students receive clear written information on refunds during enrolment.	BDM

4. Complaints and Appeals

Procedure	Responsibility
4.1 All students are informed of their right to lodge a complaint or appeal.	BDM
4.2 Complaints are to be acknowledged and actioned as stated in the Grievances, Complaints and Appeals policy and procedure. <ul style="list-style-type: none"> Acknowledgement of the complaint to be sent within 48 hours of the receipt of the complaint. Complaints are resolved impartially, fairly and equitably within ten (10) working days from receipt of a notice of complaint/appeal, where possible. If resolution exceeds 60 days, students must be updated in writing. 	Compliance
4.3 External escalation options are provided, including: <ul style="list-style-type: none"> ASQA 	Student Support

¹ An RTO can charge a student up to **\$1,500 in pre-paid fees** before a course begins, and for courses costing more, any fees over this amount must be protected by a financial guarantee or a [Tuition Assurance Scheme](#). After the course starts, an RTO can charge additional fees, but the total amount paid in advance for services not yet delivered cannot exceed \$1,500 at any given time. (2025 ASQA)

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	<ul style="list-style-type: none"> • Smart and Skilled Customer Support (NSW) • QLD DTET (Skills Assure) 	
4.4	All records are documented and retained securely.	Compliance

5. Feedback and Continuous Improvement

Procedure	Responsibility
5.1 Feedback is collected via surveys, email, website and conversations.	Student Support / Compliance
5.2 Feedback is analysed and contributes to continuous improvement.	Compliance
5.3 Improvements identified through audits, complaints, appeals, feedback analysis and compliance reviews are recorded in the Continuous Improvement Register and monitored by Compliance	Compliance
5.4 Improvements identified by trainers and assessors through training delivery, assessment practice, session plans, student feedback or industry engagement are documented and submitted to the General Manager, who ensures these improvements are actioned and recorded in the Continuous Improvement Register.	General Manager

6. Protecting Personal Information

Procedure	Responsibility
6.1 Personal information is collected for the following purposes: education, administration, reporting, employer updates, funding bodies and regulatory authority requirements and for duty of care purposes (e.g. under 18's parent/guardian information).	General Manager
6.2 Students are informed of how their data is used.	BDM
6.3 Students may access or correct their personal information at any time.	Student Support
6.4 Data is stored securely with access restricted to authorised staff	CFO
6.5 Aurora Training and Professional Services complies with all APP requirements.	Compliance

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7. Training Continuity and Discontinuation

Procedure	Responsibility
7.1 If Aurora Training and Professional Services ceases delivering a training product, affected students are notified promptly. Refer to the Transitioning Training Products policy and procedure for steps to be taken.	Student Support
7.2 Students are supported to continue training or transition to another RTO.	Student Support
7.3 Records are securely transferred where required.	General Manager

8. Publishing the Consumer Protection Statement

Procedure	Responsibility
8.1 Aurora Training and Professional Services' Consumer Protection Statement is published on the RTO's website in a clear, accessible location for prospective and current students.	Marketing
8.2 The Consumer Protection Statement is included in the Student Handbook and kept current when updates occur.	Compliance
8.3 Students are advised of where to find the Consumer Protection Statement during enrolment and orientation.	BDM
8.4 Any updates to legislation, ASQA requirements or contractual obligations that affect the Statement are reviewed and reflected promptly.	Compliance

Related Documents

POLICY & PROCEDURE Anti-Discrimination, Harassment and Bullying

POLICY & PROCEDURE Access and Equity

POLICY & PROCEDURE Reasonable Adjustment

POLICY & PROCEDURE Child Safety (under 18yo)

CONSUMER PROTECTION



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POLICY & PROCEDURE Classroom

POLICY & PROCEDURE Code of Conduct

POLICY & PROCEDURE Conflict of Interest

POLICY & PROCEDURE Enrolment

POLICY & PROCEDURE Fees, Charges and Refunds

POLICY & PROCEDURE Fit & Proper Person

POLICY & PROCEDURE Grievances, Complaints & Appeals

POLICY & PROCEDURE Internal Use of AI

POLICY & PROCEDURE Marketing & Advertising

POLICY & PROCEDURE Privacy

POLICY & PROCEDURE Records Management

POLICY & PROCEDURE Student Withdrawals and Refunds

POLICY & PROCEDURE Training and Assessment

POLICY & PROCEDURE Training and Assessment Strategies (TAS)

POLICY & PROCEDURE Transitioning Training Products

POLICY & PROCEDURE Work Health and Safety

SUPPORTING DOCUMENT

- Student Handbook
- Continuous Improvement & Quality Assurance Commitment
- Company Etiquette Guidelines
- Managing stress and mental health

Responsible Officer.

The responsible officer for the implementation of this Policy and Procedure is the General Manager.

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Publishing details

Document Name	Consumer Protection Policy and Procedure
Proposed by	Compliance
Approved by	Chief Financial Officer
Date of Approval	30/06/2025
Version	2.0
Next Review Date	13/01/2027

Version History

Version	Date	Summary of content (new) or amendments (revised)
1.0	18 Jul 2015	Created
2.0		Update to include requirements under 2025 Standards for RTOs, Australian laws and funding bodies requirements (Smart & Skilled and Skills Assure).

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APPENDIX A – CONSUMER PROTECTION STATEMENT

(For Student Handbook, Website, etc)

Our Consumer Protection Statement outlines how we protect your rights as a student. We are committed to:

Providing accurate information

You will receive clear, honest information about your course, fees, support services, training delivery and your rights before you enrol.

Fee transparency and protection

You will not be charged hidden fees. Refunds, withdrawals and payment options are clearly explained.

Withdrawals and refunds

If you decide to withdraw, we have fair processes in place. Refunds are handled according to our Fees, Charges and Refunds Policy.

Complaints and appeals

If something goes wrong, you can make a complaint or appeal without fear of disadvantage. We respond quickly and fairly, and you can escalate your concern externally if needed.

Customer feedback

Your feedback helps us improve. You can provide compliments, suggestions or concerns at any time.

Privacy and confidentiality

We collect personal information for education, administration, legal and reporting obligations, employer updates, and to ensure duty of care. Your privacy is protected under the Australian Privacy Principles and relevant laws.

You may access or correct your personal information at any time.

Training continuity

If your course is discontinued, we will help you complete or transition to another provider, where possible.

This statement aligns with:

- *Standards for NVR Registered Training Organisations 2025*
 - *Compliance Standards; DIVISION 1 – INFORMATION AND TRANSPARENCY*
- *Australian Consumer Law – Consumer Rights Disclosure*
- *Smart and Skilled NSW – Mandatory consumer protection obligations*