



CONSUMER PROTECTION POLICY AND PROCEDURE

1. PURPOSE/SCOPE:

The following policy and procedure outlines the organisations participant protection strategy to ensure that all of the potential and current participants of the Australian Institute of Management WA RTO ID 0058, have their rights protected in accordance with consumer protection legislation and contractual requirements. This policy and procedure is applicable to all staff and contractors, employers and potential participants and has been designed to be read in conjunction with the Complaints and Appeals Policies and Procedures, RTO Marketing Policy and Procedure and Privacy Policy and Procedure.

2. PRINCIPLES:

AIM WA complies with the Standards for Registered Training Organisations (RTOs) 2015 including the clauses related to informing and protecting students – clauses 4.1, 5.1 to 5.3 and 6.1 to 6.5.

3. DEFINITIONS:

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| Participants | Prospective and current participants/clients |
| Fee protection | Describes how the organisation in accordance with Clause 7.3 and Schedule 6 of the Standards for Registered Training Organisations protects student’s fees if paid in advance. |
| RTO | Registered Training Organisation |
| Third party | Is any party that provides services on behalf of the RTO but does not include a staff member/employee. |
| USI | Unique Student Identifier |

4. POLICY:

The Australian Institute of Management WA RTO ID 0058 uses a comprehensive and systematic strategy to ensure that participants’ rights are protected and the Organisation follows 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 participant’s personal information



4.1 Ethical and accurate advertising/marketing

The Australian Institute of Management WA ensures that it provides all prospective and current participants and clients with accurate, factual and accessible information about the RTO, its services and performance.

All advertising and marketing material relating the RTO ID 0058 is systematically checked in accordance with the organisations *"RTO Marketing Policy and Procedure"* and is approved by the RTO Compliance Specialist prior to its publication.

The advertising and marketing of all products listed on its scope of registration are free of inducements and do not provide the participant with any guarantees of a successful completion outcome, that their course can be completed in a manner inconsistent with volume of learning requirements, or that their course will lead to an employment or licensing outcome if this cannot be guaranteed.

In the instance where the advertising and marketing of products on the Australian Institute of Management WA scope of registration is undertaken by another party, the Australian Institute of Management WA ensures that;

- A comprehensive agreement outlines the expectation and requirements of both parties.
- Advertising and marketing principles and materials remain consistent with the organisations *"RTO Marketing Policy and Procedure"*.
- Advertising and marketing materials specifically for RTO ID 0058 are approved by the RTO Compliance Specialist.
- Where a third party is being used to recruit participants on the organisations behalf this is clearly identified and reflected in any relevant marketing and advertising materials
- Monitoring processes and systems are in place to monitor the third party agreement and the student's experience.

4.2 Comprehensive information provision

Throughout the application and enrolment process the Australian Institute of Management WA provides participants with different ways to access the relevant information required to make an informed decision about their course and RTO selection and to fully understand their rights and responsibilities. The application, enrolment and continuous improvement process supports the provision of information and closely monitors the participants experience to ensure that participant rights are upheld at all times.

Information is accessible via a variety of different ways including but not limited to the organisations website, Annual Program Guide, and by speaking to the Australian Institute of Management WA staff throughout the application and enrolment process.



Comprehensive information is available to participants including participant related policies and procedures, course and fee information, rights and responsibilities, feedback, complaints and appeals mechanisms and the collection of personal information. The organisations policies and procedures are located on the Australian Institute of Management WA website.

Participants are provided with information prior to enrolment on how to make a complaint and/or raise any concerns related to their enrolment. Participants are provided with the contact details for Participant Protection WA at [Participant Protection WA](#).

4.3 Fee protection

The Australian Institute of Management WA is committed to meeting its contractual requirements and in accordance with the Standards for Registered Training (RTOs) 2015 has a fee protection mechanism in place, namely Australian Student Tuition Assurance Scheme (ASTAS) for cases where it collects more than \$1500.00 in pre-paid fees at any one point in time.

Participants prior to enrolment are made aware of the following;

- Fee protection mechanisms (information contained in relation to fees, refund policy and procedure)
- Fees to be charged, by when and in what amounts
- Refund policy and procedure
- How to apply for a refund
- Complaints and appeal processes

For more information, see the Australian Institute of Management WA's *"Refund Policy, Complaints Policy and Appeals Policy"* at AIMWA.Com

4.4 Accessible and transparent complaints and appeals processes and systems

To ensure the organisation delivers high quality training and continually improves upon its systems and processes, the Australian Institute of Management WA has an accessible and transparent complaints process and system. The complaints and appeals processes quickly responds to complaints involving the conduct of the RTO, its trainers, assessors or other staff, a third party providing services on behalf of the Australian Institute of Management WA or a participant of the Australian Institute of Management WA.

The principles of this system are as follows;

- Complaints and appeals are investigated and resolved as quickly as possible.
- All complaints and appeals are acknowledged in writing and finalised after a comprehensive investigation has occurred.
- Procedural fairness and the principles of natural justice are adopted at each stage of the complaint/appeal process.
- Information on how to make a complaint/ appeal is available on the organisations website.
- Where the Australian Institute of Management WA considers more than four (4) weeks are required to process and finalise the complaint/appeal they will inform the



complainant/appellant in writing as to why this is required and will provide the complainant/appellant regular progress updates on the progress of this matter.

- Where complaints and appeals are unable to be resolved internally and at the request of the individual a review by an appropriate independent party of the RTO and the complainant/appellant occurs.
- Any opportunities for improvement identified through the complaints and appeals process will be actioned through the organisations continuous improvement process.

4.5 Protection of participant's personal information

All prospective and current participant personal information is protected in accordance with the National Privacy Principles. The following principles are applied;

- The Australian Institute of Management WARTO ID 0058 only collects personal information for the purposes of application/enrolment.
- Participants are provided with information on the Unique Student Identifier and are required to sign a declaration/consent authorising the Australian Institute of Management WA to use/verify their USI for the purpose of their enrolment.
- Information is securely stored and only accessed by Staff for the purposes of the individual's enrolment.
- Participants are provided with information on how their information will be collected, used and stored prior to enrolment.
- Participants complete a declaration stating that they consent to their personal information being collected and used by the Australian Institute of Management WA, governments and other agencies for the purpose of administration and research.
- Participant's personal information is not disclosed to another party without the individual's written consent.
- Participants have a right to access and correct their personal information.

5. PROCEDURE:

As outlined throughout this document our participants are encouraged to obtain information through the relevant policy and procedure available via the website, their assessment Portal or on request from the Australian Institute of Management WA staff. If a participant wishes to make a formal complaint or an appeal they are encouraged to follow the organisations complaints and appeals policy and procedures addressing their complaint/appeal to any member of staff of the Australian Institute of Management WA.

6. References:

- Australian Privacy Principles
- Privacy Act 1998
- Standards for Registered Training Organisations (RTOs) 2015