

# CONSUMER PROTECTION POLICY



## 1. INTRODUCTION

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### 1.1 PURPOSE

This policy is intended to ensure that Dynamite Studios Academy maintains compliance with the national Competition and Consumer Act 2010 and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in various state legislation across Australia. The ACL protects clients and ensures fair trading in Australia. Under the ACL clients have the same protections, and businesses have the same obligations and responsibilities, across Australia. Dynamite Studios Academy has implemented this Consumer Protection Policy and aligned Consumer Protection Guideline to protect the needs and interests of all clients.

### 1.2 SCOPE

This policy covers the delivery of products and services offered by Dynamite Studios Academy

### 1.3 ORGANISATIONAL COMMITMENT

This organisation is committed to the supply of goods and services in accordance with the Standards for Registered Training Organisations (2015) and Australian Consumer Law (2010) and the following principals underpin this commitment:

**Due Care and Skill:** All qualifications are delivered by suitably qualified and experienced personnel and in accordance with Standards for Registered Training Organisations (RTOs) 2015

**Fitness for Purpose:** Prior to enrolment or the commencement of training, Dynamite Studios Academy provides advice to prospective learners about the training products appropriate to learner needs and taking into consideration the individual's existing skills and competencies.

**Completion within a reasonable timeframe:** The amount of training and volume of learning are consistent with the with Australian Qualification Framework (AQF) specifications.

**Transparency:** Details of Dynamite Studios Academy payment terms and conditions, fees, refunds and withdrawals are publicly available.

**Accountability:** Dynamite Studios Academy does not accept liability for loss, injury or damage suffered if a student decides to withdraw from a course.

### 1.4 OBJECTIVE OF THIS POLICY

This policy has been designed to provide guidance to both our customers and staff on the way that Dynamite Studios Academy aim to protect the rights of its customers and potential customers. The objective of this policy is to ensure:

That the quality of products and services provided by Dynamite Studios Academy comply with Standards, Regulations and Requirements set down by Australian Skills Quality Authority (SAQA) and other relevant government subsidy body (where applicable).

Customers and potential customers are accurately informed about the products and services that intend to receive, including fees, refunds and withdrawals and the collection and correction of personal information.

*Note: It is the obligation of the customer to provide accurate information to Dynamite Studios Academy*

## 2. CONSUMER PROTECTION PROCESS

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### **Dynamite Studios Academy ensures that it:**

- Provides the training and support to students and qualified, skilled and experienced trainers, assessors, teachers and guest artists to facilitate competency
- Provides a quality training and assessment services, amount of training and volume of learning that exceed expectations and AQF requirements
- Provides a clear and accessible feedback and consumer protection system, including but not limited to transparent continuous improvement cycle
- Maintains policy, procedure and practice s for protecting consumers' personal information
- Has established, documented and accessible consumer feedback and complaints and appeals handling policies and procedures

### **We acknowledge:**

We acknowledge your complaint as it is received. Within 24 hours the management team will be contacted to formalise a response in writing to the complainant.

### **We review:**

We undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation.

We may need to contact you to clarify details or request additional information where necessary.

### **We investigate:**

Within one week of receiving your complaint we will investigate your complaint objectively and impartially so that it can be resolved as quickly as possible, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.

### **We respond:**

Following our investigation, we will notify you of our findings and any actions we may have taken in regard to your complaint. If a complaint is going to take longer than 60 days to resolve, there will be a written response made to the complainant outlining the reasons for the delay.

### **We take action:**

Where appropriate we amend our business practices or policies.

### **We record**

We will record your complaint for continuous improvement process purposes and monitor through regular review. Your personal information will be recorded in accordance with relevant privacy legislation.