

Consumer Protection Policy

Introduction

Purpose

This policy is intended to ensure that Dynamite Studios Academy (DSA) 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. DSA has implemented this Consumer Protection Policy to protect the needs and interests of all customers.

Scope

This policy covers the delivery of products and services offered by DSA.

Organisational Commitment

DSA 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 principles 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, DSA will provide advice to prospective customers about the training products appropriate to their needs, and take 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 Australian Qualification Framework (AQF) specifications.

Transparency

Details of DSA's payment terms and conditions, fees, refunds, and withdrawals are publicly available.

Accountability

DSA does not accept liability for loss, injury or damage suffered if a student decides to withdraw from a course.

Objective of this Policy

DSA has designed this policy to provide guidance to customers and staff, in the way that DSA aims 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 DSA comply with Standards, Regulations and Requirements set down by the Australian Skills Quality Authority (ASQA) and other relevant government subsidy bodies (where applicable).
- Customers and potential customers are accurately informed about the products and services that they intend to receive, including fees, refunds, and withdrawals and the collection and correction of personal information.

Note: this is the obligation of the customer/prospective customer to provide accurate information to DSA.

Consumer Protection Process

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 service, amount of training and volume of learning that exceeds expectations and AQF requirements.
- Provides a clear and accessible feedback and consumer protection system including, but not limited to, transparent continuous improvement cycles.
- Maintains policy, procedure, and practices for protecting consumers' personal information.
- Has established and documented accessible consumer feedback and complaints and appeals handling policies and procedures.

Consumer Protection Policy

We acknowledge:

We acknowledge queries, questions, complaints, or appeals as they are received. Within 72 hours, a member of the management team or the most appropriate staff member will make contact and acknowledge the query, question, complaint, or appeal.

We review:

We undertake an initial review of the query, question, complaint, or appeal to determine what/if any additional information or documentation may be required to complete an investigation or response to the question or query. DSA may need to contact you to clarify or request details or information.

We investigate:

Within 72 hours of a question or query, a response will be given. In relation to a complaint or appeal, the customer or potential customer would be referred to the appeals or complaints policy for further information about the handling of the complaint or appeal. DSA will aim to resolve your query, complaint, or appeal objectively and impartially as quickly as possible.

We respond:

To queries and questions in relation to DSA training and services and/or fees. In relation to complaints and appeals, customers or potential customers would be referred to the appropriate policy or provided with a copy. Customers or potential customers would be notified within the timeframes outlined in each policy.

We take action:

Where appropriate, we amend our business practices or policies.

We record:

In the instance of a complaint or appeal, we will record according to the relevant policy for continuous improvement process purposes and monitor through regular review. Your personal information will be recorded in accordance with relevant privacy legislation.

Your Rights Under the Australian Consumer Law

Under Australian Consumer Law, you have consumer guarantees that cannot be excluded. For major failures in service, you are entitled to a refund. For minor failures, we will re-supply the service within a reasonable time.

For more information, visit www.consumerlaw.gov.au or contact the Queensland Office of Fair Trading.