

Consumer Protection Policy

Purpose

Agri Training Solutions is committed to ensuring that all learners and clients are treated **fairly, ethically, and transparently** throughout the marketing, enrolment, training, assessment, and certification process. This policy outlines how the organisation meets its consumer protection obligations in accordance with the **Standards for RTOs 2025**, ASQA practice guidance, and relevant consumer protection legislation.

This policy supports informed decision-making by learners and protects the interests of individuals and organisations engaging with Agri Training Solutions, particularly within **rural and remote agricultural communities**.

Scope

This policy applies to:

- all prospective and enrolled learners
- corporate and industry clients
- all marketing, recruitment, enrolment, and service delivery activities
- all staff, contractors, trainers, and assessors

Policy Statement

Agri Training Solutions is committed to ensuring that:

- learners and clients receive **accurate, clear, and honest information** before enrolment
- marketing and recruitment practices are ethical and not misleading
- learners understand their rights, obligations, and available support
- fees, refunds, and training outcomes are transparent
- consumer complaints are managed fairly and promptly

Provision of Accurate Information

Agri Training Solutions ensures that learners and clients are provided with clear information about:

- the training product, including unit outcomes and assessment requirements
- delivery methods and location arrangements
- any prerequisites or entry requirements
- fees, charges, and refund arrangements
- learner rights and responsibilities
- complaints and appeals processes

Information is provided through:

- the ATS website
- the Student Guide

- enrolment documentation
- direct communication with staff

Ethical Marketing and Recruitment

- Marketing materials are accurate, current, and not misleading.
- No guarantees of employment, licensing, or outcomes beyond the training product are made.
- Statements regarding competency, certification, or industry outcomes are factual and supportable.
- Marketing reflects **inclusive and culturally respectful practices**, particularly for rural and First Nations communities.
- Third parties or referrers act in accordance with ATS requirements and service agreements.

Informed Enrolment

Prior to enrolment, learners are informed of:

- course content and assessment expectations
- delivery schedules and attendance requirements
- any physical or safety requirements associated with training
- their right to access support, make complaints, or appeal decisions

Enrolment is not finalised until learners have had sufficient opportunity to consider the information provided.

Fees, Charges and Refunds

- All fees and charges are clearly disclosed prior to enrolment.
- Refund arrangements are transparent and documented.
- Learners are not charged for services not provided.
- Any changes to fees or services are communicated promptly.

Changes to Training or Services

Agri Training Solutions ensures that learners are notified promptly of any changes that may affect them, including:

- changes to training schedules or locations
- changes to delivery methods
- changes resulting from safety, weather, or access issues in rural or remote locations

Communication may occur via email, phone, text message, or website updates, depending on urgency and accessibility.

Protection from Unfair Practices

Agri Training Solutions does not engage in:

- pressure selling or inducements

- misleading statements about certification or outcomes
- enrolment practices that disadvantage learners

Learners are encouraged to raise concerns if they believe consumer protection obligations are not being met.

Complaints and Appeals

- Learners are informed of their right to lodge complaints or appeals.
- Consumer-related complaints are managed under the **Complaints and Appeals Policy**.
- No learner is disadvantaged for raising a concern in good faith.

Roles and Responsibilities

Directors

- Ensure consumer protection obligations are met.
- Monitor marketing, enrolment, and complaints data.

Staff, Trainers and Assessors

- Provide accurate and honest information.
- Refer enquiries and concerns appropriately.

Monitoring and Continuous Improvement

- Feedback, complaints, and enrolment data are reviewed regularly.
- Trends or risks are addressed through the **Continuous Improvement Register**.
- This policy is reviewed **annually** or when regulatory or operational changes occur.

Evidence of Compliance

The following records are retained as evidence:

- marketing materials and website content
- enrolment records and learner declarations
- complaints and appeals records
- continuous improvement records

Related Policies and Documents

[Enrolment Policy](#)

[Marketing Policy](#)

[Complaints and Appeals Policy](#)

[Access and Equity Policy](#)

[Code of Conduct](#)



Training and Assessment Policy