CONSUMER PROTECTION POLICY

POLICY

Purpose

The purpose of this policy is to outline Railtrain Pty Ltd's approach to meeting the consumer protection obligations under the Standards for RTOs 2025, ensuring that all learners are provided with accurate, accessible, and transparent information to support informed decision-making.

Before enrolment or commencement of training and assessment, Railtrain provides advice to prospective learners about suitable training products, taking into account the individual's existing skills, competencies, and career goals, to enable an informed decision about undertaking training.

Principles

Railtrain is committed to ensuring that learners are protected as consumers through transparent communication, ethical conduct, and compliance with all applicable regulatory requirements.

Railtrain will:

- Provide clear, accurate and accessible information to all learners prior to enrolment to support informed choices about training and assessment;
- Identify and consider individual learner needs prior to enrolment or commencement, including through Railtrain's Foundation Skills Assessment and Learner Support and Wellbeing processes and determine appropriate support or reasonable adjustment where required;
- Ensure that all marketing, advertising, and recruitment materials are approved, accurate and compliant with the Standards for RTOs 2025 and Railtrain's internal Marketing and Advertising Policy & Procedure;
- Ensure prospective Learners are provided with accurate, current and accessible information prior to enrolment or commencement, including information relevant to the training product, entry requirements, delivery and assessment arrangements, duration, locations, fees and charges, payment arrangements, available funding where applicable, learner support, credit transfer and recognition arrangements, and relevant consumer rights, responsibilities and obligations;
- Grant Credit Transfer for nationally recognised units of competency previously completed with another RTO or issuing provider, where supported by authentic AQF certification documentation or verified VET transcripts;
- Inform Learners in a timely manner of material changes that may affect their training, assessment, services, support services, fees or other arrangements, including changes to Railtrain's operations or third-party arrangements where relevant;
- Ensure Learners are informed of their right to provide feedback, make a complaint or lodge an appeal, and are provided with accessible information about Railtrain's complaints and appeals processes;

POLICY

- Ensure information and services provided by third parties on Railtrain's behalf are accurate, current and consistent with Railtrain's regulatory requirements and approved arrangements;
- Comply with applicable prepaid fee protection requirements under the Compliance Standards for NVR Registered Training Organisations and any relevant funding or contractual requirements and maintain appropriate protection measures where required; and
- Monitor learner feedback, complaints, appeals and other relevant information to identify potential consumer protection issues and opportunities for continuous improvement.

Authorisation

Approved By: General Manager - Training