

# Consumer Protection Information

As a Registered Training Organisation (RTO), Monadelphous Engineering Associates is committed to providing consumer protection in the provision and delivery of quality training and assessment products and services. This is part of our obligation as an RTO to ensure the rights of all clients, stakeholders, students and potential students are protected and they are fully informed with current and accurate information.

We comply with the relevant Commonwealth and State Legislation and regulations to ensure consumer protection, including but not limited to the following:

- Standards for Registered Training Organisations 2015
- National Vocation Education and Training Regulator Act 2011
- Privacy Act 1988
- Australian Consumer Law 2011

We implement the following internal policies and procedures to ensure appropriate consumer protection:

- Code of Practice Policy
- Access & Equity Policy
- Complaints & Appeals Policy
- Cancellations & Refunds Policy
- Continuous Improvement Policy

We provide accurate information to clients and students about rights and responsibilities by means of the Pre-enrolment Information and Training Booking Form. Information that protects consumer rights of our clients and students includes:

- An accessible complaints procedures
- An accessible assessment appeal procedure
- An accessible fees and refunds policy