



# **CONSUMER PROTECTION POLICY**

**v5. July 2020**

# 1. Consumer Protection

## 1.1. Australian Consumer Law

McDonald's Australia RTO maintains compliance with the national Competition and Consumer Act 2010 (Cth) 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.

McDonald's Australia RTO has implemented this Consumer Protection Policy and aligned Consumer Protection Strategy to protect the needs and interests of all clients. A designated Consumer Protection Officer has also been implemented:

### **McDonald's Australia RTO**

National RTO Administration Manager  
[mcdonaldsrtoenquiry@au.mcd.com](mailto:mcdonaldsrtoenquiry@au.mcd.com)  
21-29 Central Avenue  
Thornleigh NSW 2120

McDonald's Australia RTO Consumer Protection Policy and Strategy manages and responds to allegations involving the conduct of:

- Internal McDonald's Australia RTO personnel;
- Any subcontractor and its Trainers, Assessors or other staff; and
- Any broker (including its staff).

## 1.2. Guarantee

As a course services provider, McDonald's Australia RTO supplies services and guarantees that these services will be:

- Provided with due care and skill;
- Fit for the specified purpose; and
- Provided within a reasonable time.

McDonald's Australia RTO ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

## 1.3. Consumer Protection Strategy

### 1.3.1. McDonald's Australia RTO Obligations

McDonald's Australia RTO ensures it:

- Provides the training and support necessary to allow participants to achieve competency;
- Provides a quality training and assessment experience for all participants;
- Provides a clear and accessible feedback and consumer protection system, including a designated and identified consumer protection officer;

Maintains procedures for protecting consumers' personal information – please refer to the Privacy section of this manual for further information;

- Has established, documented and accessible consumer feedback and complaints handling policies and procedures; and
- Provides clients with details of these pathways for resolving or escalating complaints.

### 1.3.2. Participant Rights and Obligations

McDonald's Australia RTO participants have the right to:

- Expect that the quality of training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable);
- Be informed about the collection of personal information and be able to review and correct that information; and
- Access McDonald's Australia RTO's consumer protection complaints process.

#### *Cessation of Delivery*

If McDonald's Australia RTO, or a third-party delivering training and assessment on McDonald's Australia RTO's behalf, closes or ceases to deliver any part of the training product that a participant is enrolled in, a number of options will be available to the participant including:

- Refund of course fees paid; and/or
- Continued delivery of services with alternate McDonald's Australia RTO services delivery personnel (where applicable); and/or
- Supported transfer of the participant enrolment to an alternate RTO for completion of services delivery (where applicable).

Participants' obligations include:

- Providing accurate information to McDonald's Australia RTO; and
- Behaving in a responsible and ethical manner.

### **1.3.3. NSW Smart & Skilled Requirements**

McDonald's Australia RTO includes the Smart and Skilled website details and 1300 number on all NSW relevant public information, enrolment forms and client induction material so that all participants are aware of their rights and options for making a complaint or providing feedback about their training.  
[www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)

Phone: 1300 77 21 04

### **1.3.4. Publicly Available**

All McDonald's Australia RTO consumer protection information and approaches is made available to all clients by being publicly published on the McDonald's Australia RTO website and included within the Participant Information Booklet.

### **1.4. Unsolicited Consumer Agreements**

McDonald's Australia RTO does not engage in make unsolicited contact with potential participants and does not engage in unsolicited consumer agreements.

### **1.5. Statement of Fees**

McDonald's Australia RTO's Statement of Fees is transparent – expressed in plain language, legible and clear - and clearly states:

- The participant's cooling-off and termination rights;
- The full terms of the agreement;
- The total fees payable, including fees for all additional items;
- McDonald's Australia RTO's:
  - Business address (not a post box number);
  - Australian Business Number (ABN) or Australian Company Number (ACN); and
  - Phone number and email address.

## 1.6. Consumer Protection Complaints

If an individual feels that McDonald's Australia RTO or one of its third party representatives has breached its obligations in the undertaking of marketing and sales activities, they may raise a complaint. We encourage individuals to discuss the situation with their McDonald's Australia RTO representative in the first instance, before making a complaint.

The complaints handling process is as follows:

The individual should make the complaint including as much detail about the issue as possible in writing to McDonald's Australia RTO:

### McDonald's Australia RTO

National RTO Administration Manager  
[mcdonaldsrtoenquiry@au.mcd.com](mailto:mcdonaldsrtoenquiry@au.mcd.com)  
21-29 Central Avenue  
Thornleigh NSW 2120

McDonald's Australia RTO will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation.

After considering this response, if the individual is still not satisfied they may escalate their complaint directly to the Consumer Protection Agency in the relevant jurisdiction for investigation:

Jurisdiction	Contact Details
Australian Capital Territory	ACT Office of Regulatory Services 13 22 81 <a href="http://www.accesscanberra.act.gov.au">www.accesscanberra.act.gov.au</a>
New South Wales	NSW Office of Fair Trading 13 32 20 <a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a> <i>Smart &amp; Skilled Participants</i> Smart & Skilled Participants can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback. 1300 77 21 04 <a href="mailto:smartandskilled.enquiries@industry.nsw.gov.au">smartandskilled.enquiries@industry.nsw.gov.au</a> Support is also available in person at a State training services Centre: 13 28 11 <a href="https://www.training.nsw.gov.au/about_us/sts_contacts.html">https://www.training.nsw.gov.au/about_us/sts_contacts.html</a>
Northern Territory	NT Consumer Affairs 1800 01 93 19 <a href="mailto:consumer@nt.gov.au">consumer@nt.gov.au</a>
Queensland	QLD Office of Fair Trading 13 74 68 <a href="http://www.fairtrading.qld.gov.au/lodge-your-complaint">www.fairtrading.qld.gov.au/lodge-your-complaint</a>
South Australia	SA Office of Business and Consumer Services

	13 18 82 <a href="http://www.cbs.sa.gov.au">www.cbs.sa.gov.au</a>
Tasmania	TAS Consumer Affairs & Fair Trading 1300 65 44 99 <a href="https://www.cbos.tas.gov.au/topics/products-services">https://www.cbos.tas.gov.au/topics/products-services</a>
Victoria	Consumer Affairs Victoria 1300 55 81 81 <a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a>
Western Australia	WA Department of Commerce 1300 30 40 54 <a href="http://www.commerce.wa.gov.au">www.commerce.wa.gov.au</a>

Alternatively, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs: Australian Skills Quality Authority:

[www.asqa.gov.au](http://www.asqa.gov.au)

Phone: 1300 701 801

