



CONSUMER PROTECTION POLICY

V13. July 2025

Consumer Protection

The purpose of this policy is to ensure that McDonald's Australia RTO upholds the rights of consumers by providing accurate information, maintaining transparency, and delivering quality services. This policy aligns with Australian Consumer Law (ACL) and the Standards for RTOs, protecting students and stakeholders from unfair practices and ensuring their satisfaction with the services provided.

This policy applies to all personnel, contractors, and third-party providers involved in marketing, recruitment, enrolment, and service delivery at McDonald's Australia RTO. It covers all interactions with current and prospective students, employers, and other stakeholders.

McDonald's Australia RTO is committed to protecting the rights of consumers by providing honest, clear, and accessible information about its services. The organisation will ensure compliance with consumer protection laws and adopt fair practices to build trust and maintain its reputation.

Rationale

McDonald's Australia RTO has established robust consumer protection measures to safeguard students and stakeholders from misleading information, unethical practices, or unfair treatment. A strong quality assurance framework ensures that marketing, recruitment, enrolment, and service delivery processes are ethical, fair, and clearly communicated. By maintaining accurate and accessible course information, implementing clear fee structures, and providing students with their legal rights, McDonald's Australia RTO can build trust, enhance student satisfaction, and maintain regulatory compliance.

McDonald's Australia RTO's consumer protection processes include designated consumer protection officer, clear policies on complaints handling, and strict adherence to marketing and enrolment guidelines. Regular monitoring, evaluation, and auditing of marketing, enrolment, and complaints-handling processes ensures continuous improvement and compliance with legal obligations. By adopting structured complaint resolution procedures, the organisation can promptly address grievances and protect student rights. McDonald's Australia RTO's commitment to fair trading practices, privacy protection, and transparent agreements underpins its dedication to ethical service delivery and long-term student success.

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

Head of RTO

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).

Consumer Protection Strategy

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.

McDonald's Australia RTO Obligations

McDonald's Australia RTO ensures it:

- Undertakes transparent information provision and marketing activities,
- 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.

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).

NSW Smart & Skilled

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

Phone: 1300 77 21 04

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.

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.

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.

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 Trainer and Assessor in the first instance, before making a complaint.

Please refer to the Complaints Policy for further information.

Once McDonald's Australia RTO complaint and appeal processes are finalised, if any 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	Access Canberra Phone: 13 22 81 accesscanberra@act.gov.au www.accesscanberra.act.gov.au
New South Wales	NSW Office of Fair Trading 13 32 20 www.fairtrading.nsw.gov.au <i>Smart & 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 smartandskilled.enquiries@industry.nsw.gov.au Support is also available in person at a State training services Centre: 13 28 11 https://www.training.nsw.gov.au/about_us/sts_contacts.html
Northern Territory	NT Consumer Affairs 1800 01 93 19 consumer@nt.gov.au mailto:www.consumeraffairs.nt.gov.au
Queensland	QLD Office of Fair Trading

	13 74 68 www.qld.gov.au/law/fair-trading
South Australia	Consumer and Business Services (CBS) 13 18 82 www.cbs.sa.gov.au
Tasmania	Consumer, Building and Occupational Services (CBOS) 1300 654 499 www.cbos.tas.gov.au
Victoria	Consumer Affairs Victoria 1300 55 81 81 www.consumer.vic.gov.au
Western Australia	Consumer Protection 1300 304 054 www.commerce.wa.gov.au/consumer-protection

Monitoring and Evaluation

McDonald's Australia RTO monitors and evaluates marketing and student recruitment processes to ensure performance is effective and outcomes are met.

A process of performance monitoring, evaluation, and reporting has been established and implemented.

The organisation continually improves the effectiveness and efficiency of processes. Process performance and outcomes are regularly audited to identify and remove causes of existing and potential problems, as well as to uncover any opportunities for improvement.

Please refer to the Quality Policy for further information on the monitoring and evaluation process.

