



# Fair Trading Law

## Online compliance training

### Quality training content

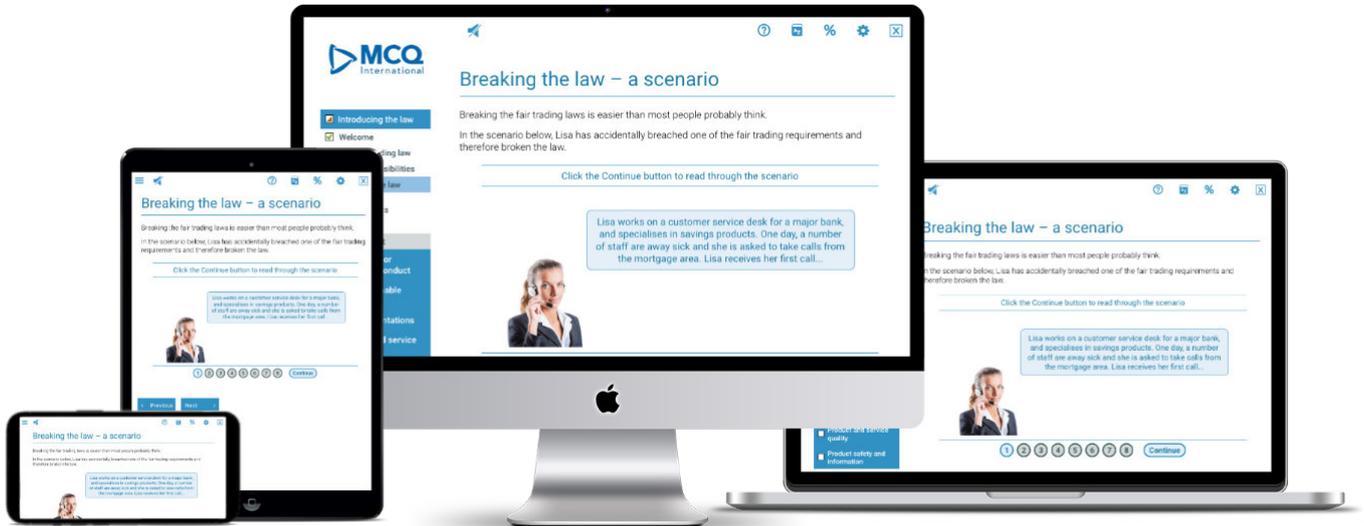
- Developed in Australia for use in all states and territories
- Regularly updated to comply with current regulations
- Written by experienced local subject matter experts
- Engaging, interactive content
- Online assessments included to ensure effective learning
- Responsive and accessible design to maximise usability

### Powerful learning tools

- Take advantage of our exclusive Online Compliance LMS
- Simplify training for existing staff, inductions and refreshers
- Create custom training schedules for different roles
- Generate real-time reports
- Automate the sending of invitations and reminders
- Upload your own documents to complement courses

# Fair Trading Law Compliance Training

Significant risk relating to consumer laws surrounds every interaction between your organisation and your customers. Increasing attention from regulators and the community mean that organisations need to be aware of and pro-actively manage this risk. Breaches involve not only legal and financial penalties, but also potentially irreparable damage to reputation. Everyone who represents your organisation has the potential to breach the fair trading law, even if there is no intention to do so. This course helps pro-actively manage your risk through comprehensive and practical education.



## Course structure and delivery

This course is delivered online at the learner's own pace and takes about 90 minutes to complete, but can be completed over multiple sessions. Course topics are organised into six modules, each containing a short quiz. Every quiz must be passed to complete the course.

## Built-in course features

All MCQ International courses are designed to operate on a wide variety of devices, including computers, iPads, tablets and mobile phones. Optional accessibility features include audio narration, dark mode display, and a distraction-free 'reader view'. Course progress is recorded automatically across all devices.

## Refresher version available

The full-length version of this course is complemented by a refresher version, which is intended for learners who have previously completed the full course. The refresher version only takes around half the time to complete but contains the same level of assessment to ensure that knowledge is maintained over time. We recommend that all staff complete refresher training at least every two years.

## Topics covered in the course

The Fair Trading Law compliance course covers the following major topic areas:

- Introduction to consumer protection laws
- The *Competition and Consumer Act*
- Consequences of breaching fair trading law
- Defining misleading and deceptive conduct
- Understanding 'unconscionable conduct'
- Guiding principles for best practice
- Specific areas of high danger to be aware of
- How to avoid breaches of fair trading law
- The concept of unlawful misrepresentations
- Consumer guarantees implied by the law
- Consumer contracts and their implications
- Product safety & defective or dangerous goods.

## Find out more

Contact us now via email at [sales@mcqi.com.au](mailto:sales@mcqi.com.au) or simply scan the code on the right to get more information about the course content, pricing options and how to purchase.

