

### How are the standards met and audited?

Members can access tools and resources to help them implement the standards in their business. Applying is simple and assistance is at hand via phone or email. For phone enquiries call 9829 1167 or email [accreditation@vacc.com.au](mailto:accreditation@vacc.com.au)

Members need to annually upload documentation and other evidence to demonstrate they have the required facilities and processes in place to meet the standard. Auditing of members against the standard will be undertaken randomly throughout the year where observations, evidence or complaints indicate the standards are not being upheld.

### How will customers know what the standards are?

The standards are available on the public VACC website so customers know the accreditation system's substance and design. This demonstrates transparency and authenticity.

### Can a member have their accreditation status removed?

Where a member is found to be non-compliant with the standards, they will be provided with a specified period to rectify the non-compliance or resign their accreditation status. The VACC Executive Board reserves the right to remove an accreditation status where they believe a member's behavior is inconsistent with the VACC Constitution and Rules.

The information printed in this brochure was accurate at the time of printing. VACC reserves the right to change or modify program rules from time to time and reference should be made to the VACC member website for the most up to date information. VACC reserves the right to accept or deny any application, in accordance with its rules.



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# VACC Accreditation



## About the VACC Accredited program

Times have changed. Australian Consumer Law and other consumer standards mean businesses must focus on meeting customer expectations while ensuring they have the right processes in place to meet their expectations. The VACC Accredited program can help your business achieve these standards.

The VACC Executive Board sets the VACC Accredited standards, through which a member business can demonstrate it meets customer expectations. While, traditionally, industry accreditation standards focused on qualifications and workshop tools and equipment, modern consumers demand more customer focused standards.

## VACC Accredited benefits

- Provides formal recognition your business is customer focused
- VACC Accredited Member sign and marketing logo provided
- Become a business and employer of choice
- Reflects a positive industry image
- Annual training module for ongoing learning.

## What are the accreditation standards?

Five pillars form the VACC Accredited standards. These pillars focus member businesses on actions that have customer value and bring security and integrity to the retail process.

## Do all VACC members need to be accredited?

No. Accreditation is something a member can choose to opt into. Accreditation is about a member's business and the VACC Accreditation standards that are being met to maintain accreditation status.

## Who markets the VACC accreditation?

Accreditation is a standard met by the member business. Marketing and promotion of that business, as an accredited member, is the responsibility of the business. New member signage depicts whether a member is a 'VACC Member' or a 'VACC Accredited Member'.

## How much does accreditation cost?

Annual accreditation fees meet the administrative costs of running and auditing of the program. Members can view current costs at [vacc.com.au/Accreditation](http://vacc.com.au/Accreditation)

## The five VACC Accredited pillars

### The approach to customers

VACC Code of Business Practice on view to customers

Marketing of business reflects actual services available

Business premises reflect a positive industry image

### Resolving complaints

Customer complaint handling system in place

Key staff are aware of it and how to use it

### Customer privacy

Business has a process for protecting customer and vehicle privacy/security information

Business privacy statement available to customers

Business IT systems are security/password protected

Key staff are aware of these systems

### Reducing customer risk

Business has professional indemnity and public liability insurance

Business is registered with WorkCover

### Business competence

Business has completed the mandated VACC business training module for that year

