

How will customers know what the standards are?

The standards will be available on the public VACC website in order for customers to know the substance and design of the system. This is important in demonstrating transparency and authenticity in the program.

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.

Accreditation means more



Being an Accredited Member



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9829 1167

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About VACC Accreditation

VACC Accreditation standards are set by the VACC Executive Board and form a process through which a member business can demonstrate it is meeting a higher standard that is valued by customers. While, traditionally, industry accreditation standards have often focused on things such as tools, qualifications and equipment in a workshop, there has been a call, in recent years, to have standards that are more customer focused.

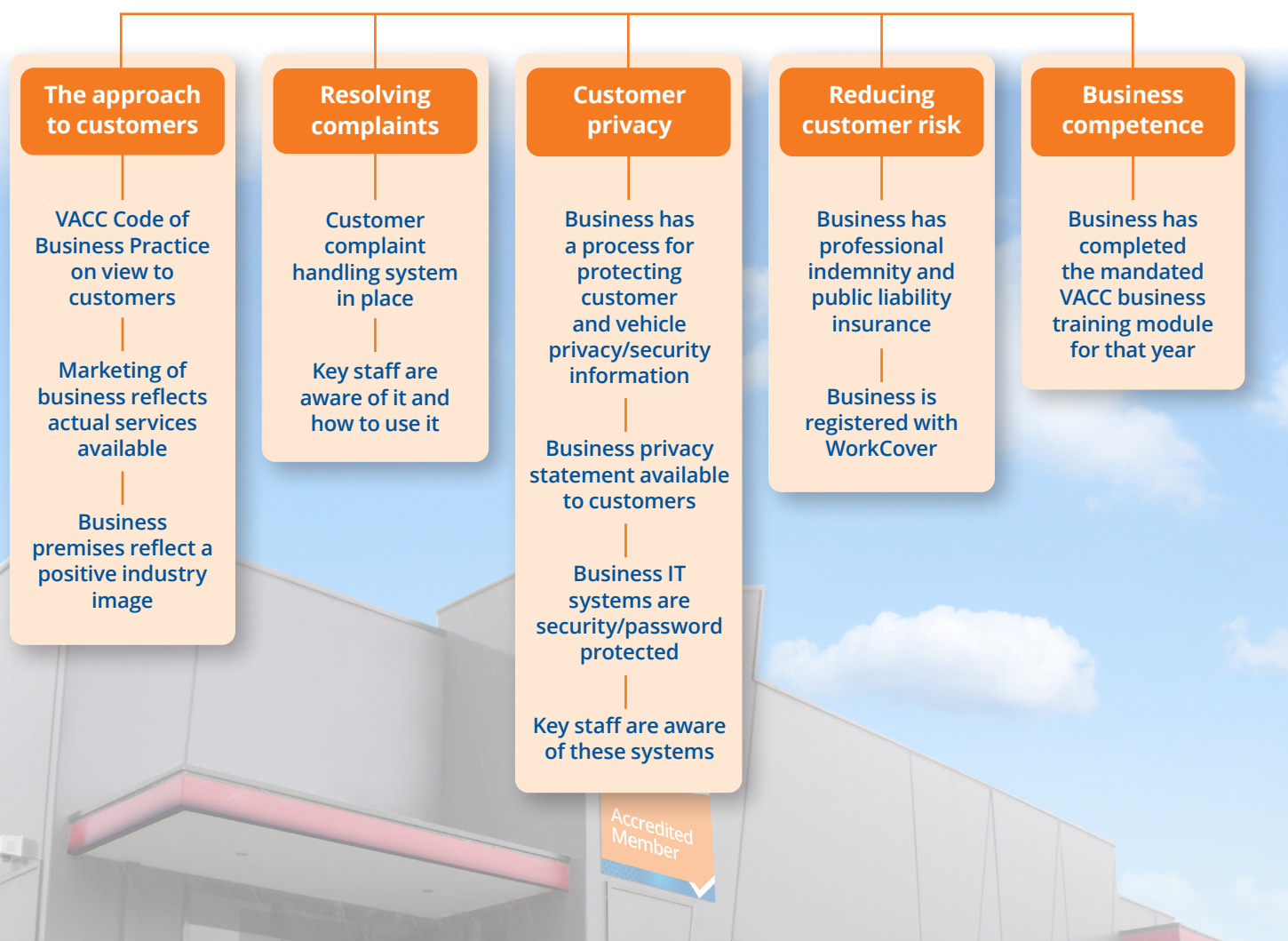
Australian Consumer Law and other consumer standards have meant that businesses have to maintain a continued

focus on meeting customer expectations and in ensuring they have the right processes in place to meet their expectations.

What are the accreditation standards?

There are five main pillars that form VACC Accreditation. These pillars are designed to focus the attention of the member business on specific actions that have value to customers and bring a heightened level of security and integrity to the retail process.

The pillars are:



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 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. Member signage will depict whether a member is a 'VACC member' or a 'VACC Accredited member'.

How much does it cost to be accredited?

Annual fees for accreditation are designed to meet the administrative costs associated with the running and auditing of the program. Current costs are available on the VACC website vacc.com.au under 'Membership Accreditation'.

How are the standards met and audited?

Members will be assisted in meeting the accreditation standards through a dedicated VACC webpage: vacc.com.au/accreditation

Members will be able to access tools and resources to help them form processes for applying the standards in their business. Ease of access is built into the design of the application and assistance is also at hand via phone or email. For phone enquiries on accreditation call 9829 1167 or email accreditation@vacc.com.au

Members will be required 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 and in a targeted fashion where observations, evidence or complaints indicate the standards are not being upheld.