

8. Training marketing representatives

- (1) A responsible marketer must ensure that each marketing representative of the responsible marketer undertakes appropriate training and testing (both before starting marketing and on an ongoing basis) so that each marketing representative understands this Code and has the abilities, knowledge and understanding referred to in subclause (2).
- (2) The abilities, knowledge and understanding referred to in subclause (1) are —
 - (a) knowledge of the provisions of this Code;
 - (b) the ability to explain the arrangements for competition in gas supply for small use customers in Western Australia;
 - (c) knowledge of the product being marketed, including —
 - (i) tariffs, billing procedures and payment options; and
 - (ii) the requirements for eligibility for concessions, rebates or grants;
 - (d) knowledge of the retail supplier's obligations to customers experiencing financial hardship, including the availability of instalment payment plans;
 - (e) the ability to clearly explain the terms of each offer that may be made by a marketer in relation to a possible customer contract and to substantiate each claim made in relation to a possible customer contract;
 - (f) knowledge of basic contractual rights, including the need for a customer's agreement to the terms of a customer contract;
 - (g) an understanding of what is conduct that is misleading, deceptive or likely to mislead or deceive or that is unconscionable;
 - (h) general knowledge of the principles of consumer protection law, including those in the *Trade Practices Act 1974* of the Commonwealth, the *Fair Trading Act 1987* and the *Door to Door Trading Act 1987*; and
 - (i) other similar abilities or knowledge that the Code Administrator may require.
- (3) A responsible marketer must ensure that each marketing representative of the responsible marketer is given a copy of this Code.