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## Consumer Protection Policy

### 1. Purpose:

The Consumer Protection Policy and Procedure was developed to set the rights and obligations of consumers and the responsibility of SGSCC as Smart and Skilled Programs Provider to safeguard the consumer rights.

### 2. Policy:

All current and potential students enrolled in Smart and Skilled Programs at SGSCC have the right to expect that the training they receive is in line with the requirements of the national VET regulator's (the Australian Skills Quality Authority- ASQA) and the requirements of the Smart and Skilled Programs Provider Contract Terms and Condition and Operating Guideline.

#### **A Consumer has a right to:**

- Expect that the education and training they receive will meet the quality standards set by the national VET regulator's requirements (the ASQA) and the requirements of the Smart and Skilled Programs Contract.
- Be informed about personal information collected about them and have the right to review and correct that information.
- Have access to a training provider's consumer protection complaints system.
- Raise concerns or complaints to regulatory and/or contractual bodies such as Training Services NSW, NSW Fair Trading, ASQA and the Ombudsman.

#### **A consumer has obligations that include but are not limited to:**

- Providing accurate information to their training provider
- Behaving in a responsible and ethical manner

#### **SGSCC obligations:**

- Providing the training and support necessary to allow a consumer to achieve competency.
- Providing a quality training and assessment experience for all consumers.
- Ensuring their organisation, staff and agents meet public expectations of ethical behaviour at all times.
- Conducting marketing activities with integrity, accuracy and transparency and without financial incentives or other inducements to consumers.

- Ensuring prospective consumers are adequately informed about the subsidised training entitlements, their fees and their responsibilities and obligations.
- Providing a clear and accessible feedback and consumer protection system including an identified consumer protection officer.
- Maintaining procedures for protecting a consumer's personal information.

If a student wishes SGSCC to manage, investigate and respond to queries, complaints or allegations (including matters relating to the conduct of SGSCC's staff and subcontractors), contact the RTO Assistant Manager for resolution.

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