



# Consumer Protection Policy

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## Policy Statement

The Kiama Community College Ltd (the College) will provide services:

- with due care and skill;
- which are fit for the specified purpose; and
- within a reasonable time.

The College will provide education, training and support of a quality consistent with ASQA regulations and funding contract<sup>1</sup> requirements to allow the consumer to achieve competency.

The College will ensure that all students are informed about personal information that is collected about them and the right to review and correct that information.

The College will provide clear and accessible feedback and complaints handling policies and procedures and provide consumers with details of these pathways for resolving complaints.

## Roles and Responsibilities

Feedback from students, employers, families and industry is most welcome and important in helping us improve our services.

Staff at the Kiama Community College are dedicated to:

- ensuring students are well informed of their rights;
- ensuring students are given a clear avenue for feedback, compliments or complaints;
- listening to student feedback; and
- quickly identifying and addressing further action and improvements needed.

Students and prospective students should read the training plan, enrolment forms, VET Declarations and [Student Handbook](#) carefully before they are signed and check the cancellation, [fees and refund](#) conditions. It is the student's responsibility to read and understand the terms and conditions of contracts. If a student needs assistance in understanding what they are agreeing to, the College staff will clearly explain the training they will receive and other consumer information.

All students have obligations, including but not limited to:

- providing accurate information to the College; and
- behaving in a responsible and ethical manner.

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<sup>1</sup> Other funding contracts include, but are not limited to, NSW Smart & Skilled Contract

## Concerns, Compliments and Feedback

The College is always keen to hear feedback from students about their experience. If the student has concerns about delivery of training, assessment, marketing and student information or issuing national qualifications, they are encouraged initially to attempt to resolve a grievance informally by talking with their trainer, student support officer, course coordinator or Training Services Manager.

Information regarding the College's informal and formal Student Complaints Policy can be found on the College's [website](#).

Student concerns or complaints about training should be referred to the Consumer Protection Officer on (02) 4232 1050. You can also email any concerns to [info@kcc.nsw.edu.au](mailto:info@kcc.nsw.edu.au)

If the student would like to provide feedback or offer compliments, they can email [info@kcc.nsw.edu.au](mailto:info@kcc.nsw.edu.au) or write to the address below.

## Further Information

For further information, please contact our ***Dedicated Consumer Protection Officer***:

Training Services Manager  
PO Box 52  
KIAMA NSW 2533  
P: 02 4232 1050  
F: 02 4232 1051  
e: [info@kcc.nsw.edu.au](mailto:info@kcc.nsw.edu.au)

For more information, contact your local consumer protection agency.

### **NSW Fair Trading**

PO Box 972  
Parramatta NSW 2124  
T. 13 32 20  
[fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au)

Or

### **NSW Department of Education**

State Training Services Customer Support Centre – **1300 772 104**

[Smart & Skilled: Consumer Protection Strategy](#) - This document explains consumer rights and obligations, Smart and Skilled provider obligations as well as describing Smart and Skilled's complaints handling and dispute resolution process.