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Purpose

This Policy ensures BCC Institute's compliance with the NSW government's Smart and Skilled Program requirements for Consumer Protection and is in accordance with the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987 and the Standards. It outlines the specifications for the application and management of consumer protection to ensure customers are fully protected and are aware of their rights and of avenues of complaint.

Definitions

College means BCC Institute.

Policy means this Smart and Skilled Consumer Protection Policy.

Smart and Skilled Program means the NSW government initiative to reform the NSW vocational education and training system by assisting people to get the skills they need to find a job and advance their careers. Eligible students are provided with an entitlement to government-subsidised training up to and including Certificate III or government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework.

Policy

1. Marketing

BCC Institute will provide all information regarding the Smart and Skilled Program in its promotional materials. The College is committed to ethical marketing practices; it will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take additional care when marketing to vulnerable consumers who may be less able to understand the implications of enrolling in a qualification.

The College understands that Australian Consumer Law (ACL) applies to:

- advertising, marketing and promotion
- soliciting and taking enrolments
- training delivery
- student assessment

- handling of complaints by training providers
- requests to cancel a student's enrolment.

The ACL also applies when these services are provided by Subcontractors and Brokers (referred to as Third Parties) on our behalf.

2. Consumer Protection Strategy

- The CEO/Principal is the designated Customer Protection Officer. Their role will be to manage all complaints and grievances and to ensure compliance with Consumer Protection legislation and Funding Body contractual compliance.
- The contact details of the Customer Protection Officer will be made available to all stakeholders on the website and in pre-enrolment information.
- Details of, or links to, the Smart and Skilled website <https://smartandskilled.nsw.gov.au> and 1300 77 2104 contact number will be made available on all public information including the website, brochures/information downloaded from the website or printed, enrolment forms and student orientation material.
- A link to the Smart and Skilled Consumer Protection Strategy will be included in Student Information available on the College website.
- Every attempt will be made to resolve any student complaints using the College's Smart and Skilled Complaints and Appeals Policy.
- Should a student wish to discontinue, the reasons for discontinuance will be analysed and if it is because of the College's performance, attempts will be made to address the issues.
- If after following the Complaints and Appeals Process, a student feels matters are unresolved to their satisfaction and wish to inform a third party, they will be provided with contact details for [NSW Department of Education and Communities Consumer Protection Unit for Students](#).
- The College will not offer inducements of any kind, either directly or through marketing agents, to encourage student enrolment.
- Students will sign to confirm they have received Consumer Protection Information. This will be included in the Declaration made by students when completing the Proof of Eligibility Checklist on enrolment.

3. Contact Details for Customer Protection Officer

Name: Andrew Lillicrap
Position: CEO/Principal
Contact Details: Phone: 02 9793 8155 / Email: andrew@bcc.edu.au

To find out more information about Customer Protection, see: <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>. If you have a complaint or enquiry about any service related to Smart and Skilled you can contact: enquiries@smartandskilled.nsw.gov.au or call 1300 772 104.

4. Assurance

BCC Institute guarantees that it will provide quality training and assessment that meets the requirements of the Australian Quality Framework, other legislation that is relevant to Registered Training Organisations, in the timeframe required, and as described in our Course Brochures. If for whatever reason the College cannot supply the training and assessment services that a student has enrolled in, it may refund student fees in accordance with the Smart and Skilled Fees and Refunds Policy.

5. Record Keeping

All records of complaints are maintained in the Student Management System.

Document Control

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