

South Coast Community College is committed to ensuring that it is compliant with relevant legislation, and regulations that protect the rights of consumers.

South Coast Community College implements systems and procedures to ensure the transparency of its business operations and to ensure the delivery of education, training and assessment programs meet the Standards for Registered Training Organisations and other applicable quality frameworks for vocational education and training, including the NSW Smart and Skilled contract.

South Coast Community College protects consumers by:

- Undertaking ethical and accurate marketing and advertising of its services;
- Providing clear, accurate and timely information to students and prospective students about its services;
- Providing quality education, training and assessment services;
- Protecting the fees paid by students in advance of services being delivered;
- Implementing fair and transparent complaints and appeals processes;
- Protecting personal information;
- Implementing a system of continuous quality improvement.

As a course services provider, South Coast Community College supplies services and guarantees that these services will be:

- Provided with due care and skill.
- Fit for the specified purpose; and
- Provided within a reasonable time.

South Coast Community College ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

South Coast Community College clients have the right to:

- expect that the quality of training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable).
- be informed about the collection of personal information and be able to review and correct that information; and
- access South Coast Community College consumer protection complaints process.

A client's obligations include:

- Providing accurate information to South Coast Community College; and
- Behaving in a responsible and ethical manner.

The South Coast Community College Consumer Protection Officer is: General Manager, Sonja Castles

Contact via [complaints@southcoastcolleges.edu.au](mailto:complaints@southcoastcolleges.edu.au) or by phoning 02 4472 9202