



Nepean Community College

Smart and Skilled Consumer Protection Strategy

Nepean Community College is dedicated to protecting the needs and interests of all our customers in line with the **NSW Consumer Protection Strategy**. This strategy defines consumer rights and responsibilities in regard to undertaking training funded by **Smart and Skilled**.

At Nepean Community College we consistently strive to:

- provide the training and support necessary to allow a consumer to achieve competency by assisting students to choose a course that fits their needs
- provide a quality training and assessment experience for all consumers by complying with all regulatory requirements
- ensure our staff meet public expectations of ethical behaviour at all times by creating a positive learning environment that meets all legislative requirements including Work, Health and Safety, Harassment and Anti-Bullying, Anti-discrimination, Working with Children, Privacy and Copyright
- conduct marketing activities with integrity, accuracy and transparency, and without financial incentives or other inducements to consumers
- ensure prospective consumers are properly informed about their subsidised training entitlements, their fees and their responsibilities and obligations prior to enrolment
- provide a clear and accessible feedback and consumer protection system including access to our consumer protection officer, **Wesley Jones, Principal**
- maintain procedures for protecting a consumer's personal information
- maintain appropriate insurances including public liability insurance

The College will maintain information on its website about how our students are protected as consumers.

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