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ACE Consumer Protection Policy and Procedure

Purpose:

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

Policy:

All current and potential students enrolled in ACE Programs at SGSCC English 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 ACE 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 ACE 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 English 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.

Procedures:

1. SGSCC English Manager and Academic Manager will:
 - Fully inform potential and current students about our products and services to enable students to make an informed decision.
 - Assist students in choosing a course that meet their needs.
 - Collect sufficient information and supporting evidence in compliance with the ACE Eligibility requirements.
 - Provide resolution to general and academic complaints and appeal in a fair and timely manner.
 - Ensure that funded programs are delivered in compliance with ACE Provider Contract Terms and Conditions and Operating Guidelines.
 - Maintain appropriate insurances including public liability insurance, professional indemnity, and workers compensation and other compulsory third part insurance as required by law.
 - Comply with legislative requirements including Work, Health and Safety, Harassment and Anti-Bullying, Anti-discrimination, Working with Children, Privacy and Copyright.
 - Conduct student satisfaction evaluations by the end of the course to identify opportunities for improvement.
2. If a student wishes SGSCC English to manage, investigate and respond to queries, complaints or allegations (including matters relating to the conduct of SGSCC English's staff and subcontractors), contact the Academic Manager for resolution.

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