

Consumer Protection Policy



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Consumer Protection Policy

Compliance Focus

- Smart and Skilled Operating Guidelines – Clause 3

Policy Purpose

This document presents the Consumer Protection Policy (CPP) for LH Education Pty Ltd, an Australian Registered Training Organisation (RTO). This policy seeks to uphold compliance with the Australian Skills Quality Authority (ASQA), National Centre for Vocational Education Research (NCVER) Act, and retaining a New South Wales (NSW) Smart and Skilled funding contract.

LH Education Pty Ltd is committed to providing high quality services and applying fair and ethical trading practices to safeguard our consumers' interests. Consumers in this context primarily refer to learners, employers, and other clients who utilise our training and assessment services.

Legal Compliance

We adhere to the national standards for RTOs, as enforced by ASQA, and comply with the obligations under the NCVER Act. We also align our practices with the NSW Smart and Skilled funding contract, ensuring our services are transparent, fair, and responsive to consumers' needs.

Principles

Our consumer protection principles include:

- **Information transparency:** Provide clear, accurate, and timely information regarding training services, fees, and refunds.
- **Quality assurance:** Ensure delivery of high-quality training and assessment services.
- **Protection of privacy:** Comply with relevant privacy laws and regulations, including the Australian Privacy Principles.
- **Fair treatment:** Ensure all consumers are treated fairly and without discrimination.
- **Access to complaints and appeals process:** Provide consumers with easy access to a transparent complaints and appeals process.

Breaches

Any breach of this policy will be viewed seriously and may result in disciplinary action, including the termination of contracts or agreements.