

# Consumer Protection Strategy



LIONHOUSE  
EDUCATION

## Our House

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Skilled Advance. Skilled Care.



# Consumer Protection Strategy

## Compliance Focus

- Smart and Skilled Operating Guidelines – Clause 3

## Overview

This Consumer Protection Strategy complements our Consumer Protection Policy by providing a more detailed roadmap to meet consumer protection standards set by ASQA, NCVER, and the NSW Smart and Skilled funding contract. It articulates the tactical approach we will undertake to ensure compliance and meet our obligations.

## Information and Transparency

- **Accurate Information:** We commit to provide clear, accurate, and timely information about our courses, fees, refund policy, and other significant aspects to consumers before they enrol. All terms and conditions will be communicated upfront to avoid misunderstanding.
- **Marketing:** Our marketing and promotional activities will adhere strictly to the ethical practices outlined in the National Vocational Education and Training Regulator Act 2011 (NVR Act), ensuring the dissemination of accurate and reliable information.

## Privacy

- **Data Protection:** We have robust measures in place to protect personal data collected from our consumers. This includes secure storage systems, restrictions on data access, and routine system audits.
- **Data Usage:** We respect the privacy of our consumers and only use their personal information for the intended purposes such as student administration, course delivery, and regulatory reporting.

## Quality Assurance

- **Service Delivery:** We adhere to the training and assessment standards specified by the ASQA, thereby assuring the quality of our course offerings.
- **Regular Audits:** To ensure continuous compliance, we will conduct internal and external audits that examine our operational, educational, and administrative processes.
- **Feedback Mechanism:** Feedback will be regularly solicited from our consumers and used as a critical input for our quality improvement initiatives.

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## Fair Treatment

- **Non-Discrimination:** Our organisation adopts a non-discriminatory approach to all its dealings, whether it is student admissions, employee recruitment, or service delivery.
- **Accessibility:** We ensure our services are accessible to all eligible individuals, regardless of their background or circumstances, making reasonable adjustments wherever necessary.

## Complaints and Appeals Process

- **Process Transparency:** We will maintain an easily accessible, fair, and clear process for dealing with complaints and appeals.
- **Timely Resolution:** Our aim is to resolve complaints in a timely and satisfactory manner. We will ensure that complaints are dealt with impartially and confidentially, with respect for the consumer's privacy.

## Staff Training

- **Regular Training:** We will conduct regular training and awareness sessions to ensure that our staff understand and abide by our consumer protection policies and strategies.
- **Compliance Updates:** Our staff will be updated about changes to legal requirements and industry best practices related to consumer protection.

## Continuous Improvement

- **Feedback Analysis:** Feedback from consumers will be analysed systematically to identify areas of improvement in our services and operations.
- **Policy Review:** We will conduct regular reviews of our Consumer Protection Policy and Strategy to ensure they remain relevant, compliant, and effective in protecting consumers' rights and interests.

Through this detailed strategy, we ensure a consumer-centric approach, protecting the rights of all our consumers, and providing high-quality education and training services.