

Consumer Protection Policy

1. Purpose

SWC Training is committed to protecting the rights of learners and ensuring ethical, transparent and fair practices in the delivery of training and assessment services.

This policy outlines how SWC Training meets its consumer protection obligations and ensures learners are treated fairly at all stages of their learning journey.

2. Scope

This policy applies to all learners, prospective learners, staff, contractors and third parties involved in the marketing, enrolment, delivery and administration of training services at SWC Training.

3. Policy Statement

SWC Training ensures that:

- Learners receive accurate, clear and timely information before and during enrolment
- Marketing and recruitment practices are ethical and not misleading
- Fees, refunds, withdrawals and cancellations are transparent and documented
- Learners are informed of their rights, obligations and available support services
- Complaints and appeals are managed fairly and promptly
- Personal information is protected in accordance with privacy legislation

4. Pre-Enrolment Information

Before enrolment, learners are provided with clear and accurate information including:

- Course content, duration and delivery mode
- Entry requirements and assessment methods
- Fees, funding arrangements and payment terms
- Refund, withdrawal and cancellation conditions
- Learners' rights and obligations
- Available academic, personal and LLN support services
- Complaints and appeals processes

This information is provided through enrolment documentation, course guides and the SWC Training website.

5. Ethical Marketing and Recruitment

SWC Training ensures that:

- Marketing materials are accurate, current and not misleading
- No guarantees of employment or outcomes are made unless contractually agreed
- Recruitment practices comply with consumer law and funding body requirements
- Third-party representatives act in accordance with SWC Training policies

6. Fees, Refunds and Financial Protection

SWC Training:

- Clearly discloses all fees prior to enrolment
- Does not accept payment in advance beyond permitted limits
- Manages refunds, withdrawals and cancellations in accordance with the Refunds, Withdrawal and Cancellations Policy
- Complies with funding body contractual obligations for government-funded training

7. Learner Support and Progress Monitoring

SWC Training actively monitors learner progress and provides timely support where learners are at risk of not meeting course requirements, in line with the Student Progress Monitoring and Support Policy.

Learners may access:

- Academic and assessment support
- Language, literacy and numeracy assistance
- Referral to external support services where appropriate

8. Complaints and Appeals

Learners have the right to lodge complaints or appeals without fear of disadvantage.

All complaints and appeals are managed in accordance with the Complaints and Appeals Policy, ensuring:

- Procedural fairness
- Timely resolution
- Confidentiality
- Clear communication of outcomes

9. Privacy and Confidentiality

SWC Training protects learner information in accordance with privacy legislation. Personal information is collected, used and stored securely and only disclosed where authorised or required by law.

10. Responsibility

All staff and representatives of SWC Training are responsible for complying with this policy. The National Quality and Compliance Manager is responsible for overseeing implementation and compliance.

11. Review

This policy will be reviewed every 12 months or earlier if required due to legislative, regulatory or operational changes.