

Consumer Protection Policy

Introduction

Inscope Training is committed to providing high-quality training and assessment services to our clients. We recognise the importance of protecting the rights and interests of our clients and ensuring they receive the best possible experience when engaging with our services. This Consumer Protection Policy outlines our commitment to ensuring that our clients are treated fairly, respectfully, and with dignity at all times.

Scope

This policy applies to all staff, trainers, assessors, and other representatives of Inscope Training, as well as all clients and potential clients who engage with our services.

Objectives

The objectives of this Consumer Protection Policy are to:

- Ensure that clients are provided with accurate and relevant information about our training and assessment services, allowing them to make informed decisions about their enrolment;
- Protect clients' personal information in accordance with relevant privacy legislation;
- Provide a safe and supportive learning environment for all clients;
- Ensure that clients have access to fair and transparent complaint and appeal processes;
- Support clients through any changes to our services or policies that may have an impact on their enrolment or successful completion of their training;
- Promote a culture of continuous improvement, seeking feedback from clients to inform improvements to our services and operations.

Policy

Accurate and Relevant Information

Inscope Training is committed to providing clients with accurate and relevant information about our training and assessment services. This includes:

- Providing clear and accurate information about the content, duration, and delivery mode of our courses;
- Providing information about any pre-requisites, entry requirements, or other conditions for enrolment;
- Providing information about the fees and charges associated with our courses, including any payment plans, discounts, or additional fees that may apply;
- Providing information about the support services available to clients, including any reasonable adjustments that may be made to accommodate clients with disabilities or other special needs;
- Ensuring that all marketing and promotional materials are accurate, ethical, and not misleading.

Privacy and Personal Information

Inscope Training adheres to relevant privacy legislation in the collection, storage, and use of clients' personal information. This includes:

- Collecting only the information necessary for the purposes of enrolment, training, and assessment;
- Storing clients' personal information securely and confidentially, with access restricted to authorised staff members only;
- Using clients' personal information only for the purposes for which it was collected, unless consent has been obtained for other uses;
- Providing clients with access to their personal information upon request and allowing them to correct any inaccuracies;
- Not disclosing clients' personal information to third parties without their consent, unless required by law.

Safe and Supportive Learning Environment

Inscope Training is committed to providing a safe and supportive learning environment for all clients. This includes:

- Promoting a culture of respect and inclusivity. No one should ever be subject to discrimination, harassment, and vilification on the basis of religious belief, cultural identity or personal background;
- Ensuring that our facilities and resources are safe, clean, and well-maintained;
- Providing access to support services, such as counselling, learning support, and disability services;

- Implementing and enforcing policies and procedures to mitigate risks to clients' health, safety, and well-being.

Complaints and Appeals

Inscope Training has a fair and transparent complaints and appeals process, which allows clients to raise concerns or request a review of decisions affecting their enrolment or successful completion of their training. This process includes:

- Providing clients with information about the complaints and appeals process, including how to lodge a complaint or appeal;
- Acknowledging receipt of complaints and appeals within a reasonable timeframe;
- Investigating and responding to complaints and appeals in a timely, fair, and impartial manner;
- Keeping clients informed of the progress and outcomes of their complaints and appeals;
- Maintaining records of complaints and appeals, and using this information to inform continuous improvement activities.

When a mutual agreeable solution to a complaint can't be reached, you can escalate the complaint to any of the following regulatory departments:

(a) For NSW apprentices contact Training NSW by applying online www.nsw.gov.au/education-and-training/resources/tsnw-complaint-or-compliment or phone on 1300 772 104 or in person at a Training NSW regional office

(b) For QLD enquiries contact the Queensland Training Ombudsman phone on 1800 773 048 or visit www.trainingombudsman.qld.gov.au

(c) For all other students please refer to ASQA website in the first instance www.asqa.gov.au/about-us/how-asqa-uses-feedback/concerns-about-training-providers, then visit the National Training Complaints Hotline website www.dewr.gov.au/national-training-complaints-hotline to make a complaint.

Continuous Improvement

Inscope Training is committed to continuous improvement, using feedback from clients, staff and other stakeholders to inform improvements to our services and operations. This includes:

- Regularly seeking feedback from clients through surveys, focus groups, and other consultation methods;
- Using feedback to identify areas for improvement and develop action plans to address these areas;
- Monitoring the implementation of improvement actions and evaluating their effectiveness;
- Communicating the outcomes of improvement activities to clients and other stakeholders, as appropriate.

Review

This Consumer Protection Policy will be reviewed regularly to ensure its ongoing effectiveness and relevance to the needs of our clients and our organisation. Clients and other stakeholders will be consulted as part of this review process.

Designated Consumer Protection Officer

Please direct all consumer protection enquiries to the Inscope Training Operations Manager by:

Ph 1300 579 808 or Email admin@inscope.edu.au

For further advice on Consumer Protection matters contact the Office of Fair Trading in your state.

Consumer Protection Agencies

The consumer protection agency in your state or territory:

(a) can provide information about seeking a refund or a cancellation of your course fees

- (b) can provide information about your rights and obligations
- (c) may be able to help you negotiate with your training provider.

If you are studying with a provider that is located in a different state or territory to where you live, you can report your concerns to the Australian Competition & Consumer Commission.

Inscope Training operate in the following States:

- (a) New South Wales (NSW) NSW Fair Trading Phone: 13 32 20 or visit www.nsw.gov.au/departments-and-agencies/fair-trading
- (b) Queensland (QLD) Fair Trading Phone: 13 74 68 or visit www.qld.gov.au/law/fair-trading
- (c) Tasmania (TAS) Consumer Affairs and Fair-Trading Phone: 1300 65 44 99 or visit www.cbos.tas.gov.au/home
- (d) Western Australia (WA) Consumer Protection Phone: 1300 304 054 or visit www.consumerprotection.wa.gov.au/

Related Policies

[Policy: Complaints and Appeals](#)
[Policy: Continuous Improvement Policy](#)
[Policy: Marketing and Student Recruitment Policy](#)
[Policy: Informing Students Policy](#)
[Policy: Privacy Policy](#)
[Policy: Equal Opportunity and Inclusivity Policy](#)
[Policy: Cultural Safety Policy](#)

Legislative Framework

National Vocational Education and Training Regulator Act 2011

RTO Outcome Standards 2025

- Outcome Standards 1.8, 2.1, 2.2, 2.7, 4.1, 4.4
- Compliance requirements 3, 4, 18, 19

Smart and Skilled Agreement and Terms and Conditions
Skilled Assure Supplier Agreement and Policy

Competition and Consumer Act 2010

The full text of the Australian Consumer Law (ACL) is set out in Schedule 2 of the Competition and Consumer Act 2010 (previously known as the Trade Practices Act 1974 (TPA)).

The Australian Consumer Law (ACL) includes:

- (a) national unfair contract terms law covering standard form consumer and small business contracts;
- (b) a national law guaranteeing consumer rights when buying goods and services;
- (c) a national product safety law and enforcement system;
- (d) a national law for unsolicited consumer agreements covering door-to-door sales and telephone sales;
- (e) simple national rules for lay-by agreements; and
- (f) penalties, enforcement powers and consumer redress options.