

## WRCC Consumer Protection Policy

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Version: 2 ASQA: Standards 1 RTO: 1252	Date: May 2015 Review: Feb 2027

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## Western Riverina Community College

### Consumer Protection Information Policy

Western Riverina Community College is committed to delivering high-quality, inclusive education and training that meets national standards and supports individual, community, and industry needs.

#### Student Rights and Responsibilities

- **Quality Training**

Receive education and assessment that complies with the ASQA 2025 Standards and the NSW Smart and Skilled contract, ensuring nationally consistent and high-quality outcomes.

- **Privacy and Data Access**

Be informed about the collection and use of your personal information, and request access to review or correct it, in line with privacy legislation.

- **Complaints and Feedback**

Access a clear and responsive complaints and feedback process. You may raise concerns directly with the College or escalate them to Training Services NSW or ASQA if needed.

- **Consumer Protection Contact**

Contact the College's Consumer Protection Officer for support:  
David Martin  
Phone: (02) 6964 5334

#### College Responsibilities

- Provide training and support to help students achieve competencies.
- Ensure ethical conduct by staff and agents.
- Deliver accurate, transparent information about training, fees, and student obligations.
- Maintain a documented and accessible consumer protection and complaints system.
- Protect student privacy and personal information.