

# Consumer Protection Policy and Procedure

## Purpose and Scope

This policy was developed by the National School of Volunteer Management (SVM) Registered Training Organisation (RTO) [Code 90031]. SVM is committed to provide consumer protection for all clients as part of its delivery of quality training and assessment programs and services aligning with the Competition and Consumer Act 2010 (Cth), associated Australian Consumer Law (ACL) requirements, the Fair Trading Act 1987 (NSW) and Fair Trading Regulations 2012 (NSW), Standards for Registered Training Organisations 2025 and the NSW Smart and Skilled Consumer Protection Strategy, Contract Terms and Condition and Quality Framework. This policy enables clients to be aware of their rights and avenues for making a complaint.

This policy applies to all aspects of SVM RTO operations and services provided to all prospective students, clients, and RTO employees, whether funded under the NSW Government's Smart and Skilled program or not.

## Responsibilities

Director Education and Training, Chief Financial Officer; Manager: Officer and People

## Obligations

The SVM has an obligation and are committed to ensure that the rights and obligations of consumers are protected and consumers are informed.

We aim to provide:

- training and support necessary to allow a consumer to achieve competency
- a quality training and assessment experience for all consumers
- clear and accessible information about course requirements
- that our organisation and staff always behave ethically



- marketing activities that demonstrate integrity, transparency, accuracy with no financial or other incentives or inducement
- clear and accurate information about services, fees, responsibilities and obligations
- clear and accessible feedback, complaints and consumer protection procedure, and an identified consumer protection officer, and to
- maintain procedures for protecting consumers' personal information.

### **Consumer Protection Officer**

Emily Stevenson, Manager: Office and People  
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### **Information and Advice for Smart and Skilled Consumers**

The [Smart and Skilled website](#) provides information on Consumer protection; Training provider obligations, minimum standards and grievance procedures and the escalation of complaints and Smart and Skilled dispute resolution process.

### **Student obligations**

- Provide accurate information to SVM
- Behave in a responsible and ethical manner

## **Procedure**

- 1.** SVM will provide a consumer protection system of policies, procedures and forms that are readily available for customers who will be made aware of how to access this information. This information includes details of pathways for resolving or escalating complaints within SVM, in the Complaints and Appeals policy.
- 2.** All students who enrol with SVM are covered by the Smart and Skilled consumer protection measures.
- 3.** SVM has a dedicated consumer protection officer, and the contact details of this person are made available in the student handbook and website. In their role as consumer protection officer, the Manager Office and People (contact details page 2) will handle all complaints and ensure compliance with Consumer Protection legislation and Smart and Skill contractual requirements.

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4. SVM provides training to its employees during induction and formal and informal training opportunities where required on handling and reporting complaints, issues and concerns.
5. If a student wants to make a complaint, they must first discuss their issue with their trainer or the Director: Education and Training. Please read and follow the complaints and appeals policy. There are no fees or charges associated with making a complaint or appeal. Any person making an appeal or complaint is assured that their complaint is dealt with efficiently and without prejudice. All complaints are dealt with as per the Complaints and Appeals policy. If an appeal or complaint cannot be resolved, customers are advised to seek assistance or a review from independent organisations, details provided in the Complaints and Appeals policy.

## Related Policies, References and Documentation

- Student Handbook
- Complaints and Appeals Policy
- Fee and Refund Policy
- [Smart and Skilled Fee Administration Policy](#)
- Standards for Registered Training Organisations 2025

## Revision Record

Issue Number	Issue Date	Author
1.0	12 March 2018	L&D Coordinator SVM
1.1	March 2021	L&D Coordinator SVM
2.0	25 March 2025	Director Education and Training SVM (responsible for policy and procedure)