



TRAINING FOR BUSINESS

JKR Training for Business Pty Ltd

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JKR Training Consumer Protection Policy

JKR Training recognises that consumers play an important role in promoting quality training.

All trainees have the right to:

- expect that the education and training they receive will be of a quality consistent with national VET regulator's requirements (ASQA) and the requirements of the Smart and Skilled contract.
- expect that JKR Training will meet the NSW Government rigorous expectations in the area of quality, ethics, accountability, and responsiveness as set out in the Statement of Expectations for Smart and Skilled providers.
- be informed about their personal information that is collected about them and the right to review and correct that information.
- Have access to JKR' consumer protection complaints system outlined in the JKR Policy and Procedure Manual

All trainees have obligations, including but not limited to:

- provide accurate information to JKR Training
- behave in a responsible and ethical manner.

JKR Training has obligations including but not limited to:

- provide the training support necessary to allow the trainee to achieve competency.
- provide a quality training and assessment experience for all trainees.
- ensuring JKR Training staff meet public expectations of ethical behaviour at all times.
- ensuring prospective consumers are properly informed about their subsidised training entitlements, their fees and their responsibilities and obligations.
- provide a clear and accessible feedback and consumer protection system including a consumer protection office.
- Maintain procedures for protecting trainee's personal information.

The contact details for the Training Services NSW (Department of Education) Customer Support Centre is: 1300 772 104