

## Consumer Protection for Students

Students who attend the John Henry Institute (JHI) are covered by the Smart and Skilled consumer protection measures. These measures require JHI to have processes in place to protect consumers and handle complaints.

The following policies form part of our consumer protection for students:

- Grievance Policy
- Fee and Refund Policy
- Privacy Policy
- Student Handbook

A copy of the above policies and handbook can be found on our website or requested from our office.

## Our Guarantee

The John Henry Institute is committed to providing quality training and assessment that meets the requirements of the Australian Qualifications Framework, and other legislation that is relevant to Registered Training Organisations, and as described in our Course Information brochures.

If we are unable to supply or complete the training and assessment services that you have enrolled in, we will refund student fees in accordance with our Fee and Refund Policy.

## Students Rights and Responsibilities

Under the Smart and Skilled Consumer Protection measures students have certain rights and obligations. Students have the right to:

- expect the quality of your training meets the standards, regulations and requirements set down by the Australian Skills Quality Authority (ASQA) and Smart and Skilled.
- be informed about the collection of your personal information and be able to review and correct that information; and
- access JHI's consumer protection complaints process.

Student's obligations include:

- providing accurate information to JHI
- behaving in responsible and ethical manner.

## JHI Obligations

The John Henry Institute is aware of its obligations to provide consumer protection for all students and as such is committed to the following:

- Providing prospective students with the correct information about subsidised training entitlements, fees and their responsibilities and obligations.
- Providing quality training and assessment.
- Conducting marketing activities with integrity and not offering inappropriate or unethical incentives of any kind, either directly or through marketing agents, to encourage student enrolment.
- Ensuring our organisation meets public expectations of ethical behaviour at all times.
- Facilitating resolution of any student complaints using the Grievance policy.
- Providing details of support personnel including a Consumer Protection Officer.
- Maintaining procedures for protecting personal information.

Students will be required to sign a declaration that they have received the Consumer Protection Information.

## Consumer Protection Officer

**Contact Details:** Phone: 02 6583 2321, Email: [info@jhi.edu.au](mailto:info@jhi.edu.au)

For further information about Consumer Protection can be found at  
<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

Or if you have a complaint or enquiry about any service relating to Smart and Skilled you can email:  
[smartandskilled.enquiries@industry.nsw.gov.au](mailto:smartandskilled.enquiries@industry.nsw.gov.au) or telephone 1300 772 104