Smart and Skilled New South Wales

Consumer Protection Policy

Policy

This policy relates to students who are enrolled in a NSW Government Smart and Skilled subsidised course.

Alan Bartlett Consulting Pty Ltd will address any complaint or appeal raised by a student promptly and equitably to ensure the students concerns are properly addressed in line with our commitment to quality and equity.

Every attempt will be made to resolve complaints and appeals through consultation, cooperation and discussion.

Student Rights and Obligations

As a student receiving government-subsidised training under Smart and Skilled, you have certain rights and obligations.

You have the right to:

- expect that the quality of your training meets the standards, regulations and requirement 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
- access your training provider’s consumer protection complaints process.

Students' obligations include:

- providing accurate information to the training provider
- behaving in a responsible and ethical manner.

As the first step, please contact us regarding any issues or concerns you have about your training under Smart and Skilled.

Complaints and Appeals Procedure

Stage 1

If the complaint or appeal cannot be resolved immediately, the details will be recorded on our complaints records. A copy is available on application to our office or online at https://www.abconsulting.edu.au/

Stage 2

In the event of a client having a complaint or appeal, the company representative concerned will try to reach resolution equitably for all parties.

Stage 3

If the representative cannot resolve the problem, the matter will be referred to the Director of Alan Bartlett Consulting Pty Ltd, who will consult with the aggrieved party or parties.
Stage 4

If the Director cannot find a resolution, the matter will be referred to a complaint and appeal panel consisting of:

- A company representative
- The director of Alan Bartlett Consulting Pty Ltd
- The complainant (and legal guardian if relevant)
- An adviser for the aggrieved party

**Note:** The Complainant party will be kept informed of the progress of the issue, and notified of the outcome in writing within 10 working days of its resolution.

Time Frame

The procedure is to be completed within the following time frame unless both parties agree to a satisfactory alternative.

**Stage 1:** Within 1 working day

**Stage 2:** Within 2 working days

**Stage 3:** Within 5 working days

**Stage 4:** Within 10 working days

Alan Bartlett Consulting Pty Ltd will ensure that their decisions are in line with all relevant Legislative Acts which govern the employment of staff. If a student feels they have been unfairly treated, they may consult with the relevant Government Department.

Smart and Skilled Funding NSW

You can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback. You can do this by email, over the phone on 13 28 11, or in person at a State Training Services Centres.


The Smart and Skilled customer support centre can provide:

- information and advice on your rights
- support with your complaint or dispute, including:
  - a process for progressing any unresolved complaint
  - referrals to other agencies that can help with specific complaints within their scope
  - a mediation service to help you resolve your complaint with the training provider.
Other VET Complaints Handling Agents under Smart and Skilled

Australian Skills Quality Authority:
Investigates and addresses complaints made by students, registered training organisation personnel, parents, industry and the general community regarding training and assessment and the issuing of qualifications and particularly in relation to:
- information the registered training organisation has provided about the training being undertaken
- delivery and assessment of the training undertaken
- the qualification that has or has not been issued
- in breach of the *National Vocational Education and Training Regulator Act 2011 (Cth)*

NSW Vocational Training Tribunal - Department of Education and Communities:
Hears complaints from RTOs, NSW registered apprentices, trainees and employers

NSW Ombudsman:
Investigates complaints regarding the conduct and decisions of NSW public authorities and community service and childcare RTOs

Commonwealth Ombudsman:
Investigates complaints regarding the conduct and decisions of Australian government agencies

Australian Human Rights Commission:
Investigates and conciliates complaints about discrimination because of age, race, sex or disability and other human rights

Anti-Discrimination Board of NSW:
Investigates and conciliates complaints of discrimination

People with Disability Australia Inc:
Investigates matters where rights have been infringed
WorkCover NSW:
Investigates complaints and deals with issues about work health and safety

NSW Civil and Administrative Tribunal:
Hears a wide range of complaints including breaches of the Anti-Discrimination Act 1977 relating to discrimination, vilification, harassment and victimisation

NSW Fair Trading:
Investigates complaints relating to breaches of consumer protection legislation

Independent Commission against Corruption:
Investigates complaints of corrupt conduct in public sector agencies.

NSW Police:
Investigates complaints of a criminal nature against person and property, including violence and fraud

Ethnic Communities Council of NSW:
https://www.eccnsw.org.au/
Is the peak body for all culturally and linguistically diverse communities providing advocacy, education and community development

Information and Privacy Commission NSW:
Investigates complaints of breaches of the Privacy and Personal Information Protection Act 2002 (NSW)

Office of the Australian Information Commissioner:
Investigates complaints of breaches of the Privacy Act 1988 (Cth)