

## 1.0 PURPOSE

1.1 This policy has been developed to support the Smart and Skilled NSW Quality Framework and to ensure that Access Training & Logistics Pty Ltd provides consumer protection as part of its provision and delivery of quality training and assessment products and services.

## 2.0 SCOPE

2.1 This policy and procedure covers all students funded through Smart and Skilled funding program

## 3.0 RESPONSIBILITY

3.1 All ATL staff and contractors

## 4.0 POLICY

4.1 ATL will provide students with established procedures to ensure that they are well informed of their rights and given a clear avenue for complaint.

4.2 ATL as a Registered Training Organisation has an obligation to meet the Standards for Registered Training Organisations 2015.

## 5.0 OBLIGATIONS

5.1 ATL will provide

- accurate information to consumers about our fees and services
- information to consumers about their rights and responsibilities
- a complaints and appeals procedure and how to access this
- a dedicated Consumer Protection Officer & how to access them
- information to consumer about the collection and use of personal information
- information to consumers about how to update their personal information

5.2 Consumer obligations

- provide accurate and complete information
- update their details as appropriate
- pay fees agreed to, when invoiced
- behave in a responsible and ethical manner
- be aware of their rights and obligations
- access and use the complaints and appeals system within ATL, ***in the first instance***

## **6.0 PROCEDURE**

- 6.1 Every attempt will be made to resolve any consumer complaint using the ATL Complaints and Appeals Policy & Procedure
- 6.2 Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement. On notification of a complaint or grievance, procedures will be followed as per the Complaint and Appeals Policy & Procedure
- 6.3 The ATL General Manager will be the designated Consumer Protection officer. Their role will be to handle all complaints and appeals and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines
- 6.4 The contact details of the Consumer Protection Officer are as follows:  
[ray@accesstraininglogistics.com.au](mailto:ray@accesstraininglogistics.com.au) or 1300 85 30 31
- 6.5 If a consumer feels matters are unresolved to their satisfaction and wish to inform a third party, they should contact the NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at:  
[www.smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students](http://www.smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students) or phone 1300 772 104

## **7.0 RELATED POLICIES & PROCEDURES**

- Smart & Skilled Code of Practice
- Smart & Skilled Fee & Refund Policy
- Complaints and Appeals Policy & Procedure
- ATL Fees, Charges & Refund Policy
- Protection of Fees Paid in Advance Policy

## **8.0 RELATED LEGISLATION**

- Education and Training Reform Act 2006