



RTO	City-Wide Building & Training Services Pty Ltd (RTO ID 91138)
Type	Public
Applicable standards	Standards for Registered Training Organisations 2015 Smart and Skilled NSW Consumer Protection Strategy Smart and Skilled NSW Quality Framework State and Territory Funding Contracts
Authorised by	Compliance Officer
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Policy: Smart and Skilled Consumer Protection

Overview

All Smart and Skilled City Wide Building and Training Services (CWBT S) students and potential students (consumers) have the right to expect that the training they receive from CWBT S is consistent with the National VET Regulator's requirements (the Australian Skills Quality Authority) and the requirements of the Smart and Skilled contract.

Consumer's rights and obligations

All consumers have the right to:

- Expect that the education and training they receive will be of a quality consistent with the national VET regulator's requirements (the Australian Skills Quality Authority) and State and Territory Contract requirements
- Expect that CWBT S will meet the NSW Government's rigorous expectations in the area of quality, ethics, accountability and responsiveness
- Be informed about the personal information that is collected about them and their right to review and correct that information
- Have access to the CWBT S consumer protection complaints system

All consumers have obligations, including but not limited to:

- Providing accurate information to CWBT S
- Behave in a responsible and ethical manner

CWBT S obligations

CWBT S has obligations, including but not limited to:

- Providing the training and support necessary to allow the consumer to achieve competency
- Providing a quality training and assessment experience for all consumers
- Ensuring that its organisation, staff and agents meet public expectations of ethical behavior at all times
- Conduct marketing activities with integrity, accuracy and transparency and without financial incentives or other inducements to consumers
- Ensuring prospective consumers are properly informed about their subsidised training entitlements, their fees and their responsibilities and obligations
- Providing a clear and accessible feedback and customer protection system including an identified consumer protection officer
- Maintaining procedures for protecting consumer's personal information.



Quality training and assessment

CWBTS provides the training and support necessary to allow consumers the opportunity to achieve competency. Consumers are at the center of service delivery and as such CWBTS will provide consumers with the support required to successfully complete their qualification. Trainers and assessors are highly qualified and experienced industry professionals that optimise a student's ability to meet course requirements by delivering a quality training and assessment experience.

Ethical and accurate marketing

CWBTS ensures that the advertising materials promote the RTO as professional, ethical, non-discriminatory and a trusted centre of learning. Through its advertising and marketing channels, CWBTS informs consumers about programs and outcomes accurately and realistically. Where a course is offered under a funding subsidy CWBTS provides information on how accessing this funding may affect accessing Government funded training opportunities in the future.

All promotional material is approved internally by the National Compliance Manager (or approved delegate), prior to publication.

Where promotional platforms or materials refer to fees and charges, CWBTS ensures that all consumers are provided with clear and accurate information relating to these fees and charges.

CWBTS will ensure that all marketing and advertising:

- Accurately represents, to current and prospective clients, training and assessment products and services that lead to AQF qualifications or Statements of Attainment, and ensure that advertised outcomes are consistent with these qualifications;
- Advertises AQF courses only if they are included in the scope of registration and will not state or imply that services are within the scope if they are not;
- Ensures that all marketing and advertising materials identify training and assessment services leading to AQF qualification and/or Statement of Attainment separately from any other non-nationally recognised training / assessment services;
- Ensures the appropriate use of the Nationally Recognised Training (NRT) and Australian Qualifications (AQF) logos on advertisements in accordance with Government standards and legislation;
- Complies with all marketing requirements under individual state funding contracts;
- Obtains prior written permission from any person or organisation for use of any marketing or advertising material, which refers to that person or organisation, and will abide by any conditions of that permission;
- Ensures that full details of special conditions applying to our services will be communicated to our clients and participants;
- Ensures it distinguishes where it is delivering training and assessment on behalf of another RTO; and
- Ensures that it distinguishes where training and assessment is being delivered on its behalf by a third party

CWBTS promotional materials do not:

- Encourage unrealistic expectations about the level of qualifications attainable and the facilities and equipment provided
- Make claim to approval or recognition that is inaccurate or use misleading or false comparison of courses with others provided by competitors
- Make misleading statements concerning the qualifications or experience of staff
- Make misleading or false statements about employment outcomes of its courses.



Provision of information

The enrolment and induction process enables consumers to make an informed decision about their training and assessment requirements and enter a training pathway that is suitable and free from discriminatory barriers.

Comprehensive information is available to consumers including student related policies and procedures, course and fee information, rights and responsibilities, complaints and appeal mechanisms and information regarding the collection of personal information. The organisations policies and procedures are located on the CWBTS website and outlined in the student handbook. Consumers are provided with information prior to enrolment on how to make a complaint and/or raise any concerns related to their enrolment and / or training. Consumers will also be given access to the Smart and Skilled Fee Administration Policy before or at the time of enrolment.

Grievances, Complaints and Appeals

Despite the best efforts to provide quality services and outcomes to its consumers, complaints may occasionally arise that require formal resolution. The CWBTS Grievances, Complaints and Appeals policy addresses both the CWBTS formal and systematic approach to complaints handling, providing a mechanism for lodging and ensuring a prompt, objective resolution of any complaints and/or appeals.

The principles of this system are as follows:

- Complaints and appeals are investigated and resolved as quickly as possible
- All complaints and appeals are acknowledged in writing and finalised after a comprehensive investigation has occurred
- Procedural fairness and the principles of natural justice are adopted at each stage of the complaint/appeal process
- Information on how to make a complaint/ appeal is available in the student handbook and on the organisations website
- So that consumers are aware of their rights and options for making a complaint or providing feedback about NSW Smart and Skilled subsidised training a link to the Smart and Skilled website and details of the 1300 number are printed on all public information, application forms and student induction material
- Any opportunities for improvement identified through the complaints and appeals process will be actioned through the organisations continuous improvement process.

The Grievances, Complaints and Appeals Policy may be found on the CWBTS website www.cwbts.com.au under the 'Key Links and Documents' tab and advises consumers on how to make a complaint directly to CWBTS.

Where complaints and appeals are unable to be resolved directly with CWBTS then consumers are advised to contact Training Services NSW. This can be done by:

- Applying online (www.training.nsw.gov.au/build/online_forms/general_enquiry_form.html)
- Phone: 1300 772 104
- In person at a Training Services NSW regional office (see http://www.training.nsw.gov.au/about_us/sts_contacts.html)

For further information about Training Services NSW complaints process please read the Smart and Skilled Consumer Protection Strategy

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf



Fees, Charges and Refunds

CWBTS will ensure the following:

- All information regarding fees to be paid by the student will be supplied individually
- Consumers will be notified of any schedule of payments
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment
- All fees collected by CWBTS will be retained by CWBTS
- Consumers will be entitled to two (2) attempts to complete a unit of competency without additional cost
- Fees will be adjusted to reflect any RPL or CT and if necessary refunds will be made
- Information on fee refunds and withdrawal of enrolment without penalty will be supplied

For further information please see our Fees, Charges and Refunds Policy located on our website: www.cwbts.com.au under the 'Key Links and Documents' tab or in the CWBTS student handbook.

Fee Protection

CWBTS acknowledges that it has a responsibility under Standard 7.3 and relevant state funding contracts to protect the fees paid by consumers in advance of their training and assessment services being delivered. To meet our responsibilities CWBTS does not collect fees in advance over \$1,500.00 at any time for course service. As such, no further fee protection arrangements are required.

The Fees, Charges and Refund Policy describes how fees are collected and also describes the circumstances in which a refund may be available to consumers; this can be located on the CWBTS website: www.cwbts.com.au under the 'Key Links and Documents' tab and in the CWBTS student handbook.

Protecting Personal Information

CWBTS will collect personal information in order to properly and efficiently carry out its functions. CWBTS only collects personal information that is required for the purposes of education or in order to meet government reporting requirements.

CWBTS policies and procedure abide by the Australian Privacy Principles and outlines the reasonable measure taken to protect the privacy of individuals and staff in line with state and federal legislation. A mechanism exists in which individuals and staff can raise a complaint in relation to how their personal information is handled.

The CWBTS Privacy Policy and Student USI Policy can be located on the CWBTS website: www.cwbts.com.au under the 'Key Links and Documents' tab and in the CWBTS student handbook.

Continuous Improvement

CWBTS is committed to the provision of high quality vocational education that meets the needs of industry, employers and individuals and is compliant with the Standards for Registered Training Organisations 2015, relevant legislation and funding provider guidelines.

To ensure continual compliance and high quality education CWBTS are committed to an integrated continuous improvement process that reviews and evaluates the training and assessment services, student services and administrative management systems. In the event that opportunities are identified to improve our consumer protection strategy the organisation will take the corrective action required.