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| 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 | General Manager - Quality & Compliance |
| Effective date | 1 June 2021 |
| Version | 1.4 |

Policy: Smart and Skilled Consumer Protection

Overview

All Smart and Skilled City-Wide Building & 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 (ASQA) and the requirements of the Smart and Skilled Contract.

As an RTO, CWBT S is aware of its obligation, and is committed, to meet the requirements set out by the Standards for Registered Training Organisations 2015 and NSW Consumer Protection strategy, to ensure our customers are protected and are aware of their rights, a clear avenue for making a complaint.

This policy applies to all aspects of RTO operations and services provided to all student, prospective students and clients, funded under the NSW Government’s Smart and Skilled program.

Smart and Skilled: Consumer Protection Strategy

CWBT S has implemented this Consumer Protection Policy and aligned Consumer Protection Strategy to protect the needs and interests of consumers. These arrangements are in line with the NSW Consumer Protection Strategy:

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

Australian Consumer Law

CWBT S maintains compliance with the national Competition and Consumer Act 2010 (Cth) and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in the Fair-Trading Act 1987 & Fair-Trading Regulations 2012 (NSW). The ACL protects consumers and ensures fair trading in Australia. Under the ACL consumers have the same protections, and businesses have the same obligations and responsibilities, across Australia.



Policy:

CWBTS will:

- provide students with established procedures to ensure that they are well informed of their rights and responsibilities and provided with accurate information about the available courses, student fees.
- Provide a dedicated Consumer Protection Officer.
- As a Registered Training Organisation, have evidence to meet the Standards for Registered Training Organisations 2015.
- Provide the Training, assessment and support to the customer in order for them to achieve
- competency.
- Providing a clear avenue for making a complaint and pathways for resolving or escalating
- complaint.
- Implement measures for the protection of customer's personal and sensitive information
- provide a consumer protection strategy and system of policies and procedures which are readily available for consumers and will be made aware of how to access this information.

The Consumer Protection Officer

CWBTS' State Manager performs the role of Consumer Protection Officer:

State Manager - NSW | ACT | QLD

CWBTS

Office: 1300 429 287

Mob: [+61438605195](tel:+61438605195)

Guarantee

As a course services provider, CWBTS supplies services and guarantees that these services will be:

- Provided with due care and skill;
- Fit for the specified purpose; and
- Provided within a reasonable time.

CWBTS ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

CWBTS does not provide any guarantee that:

- A student will successfully complete a training product on its scope of registration; or
- A training product can be completed in a manner which does not meet the requirements of the Standards for s 2015; or
- A student will obtain an employment outcome where this is outside the control of Gimbal Training.



Consumer Protection Strategy

CWBT Obligations

CWBTS ensures it:

- Provides the training and support necessary to allow students to achieve competency;
- Provides a quality training and assessment experience for all students;
- Ensuring that its organisation, Staff and Agents meet public expectations of ethical behaviour at all times
- Conducts marketing activities with integrity, accuracy and transparency and without financial incentives or other inducements to consumers
- prospective consumers are properly informed about their subsidised training entitlements, their fees and their responsibilities and obligations
- Provides a clear and accessible feedback and consumer protection system, including a designated and identified consumer protection officer;
- Maintains procedures for protecting consumers' personal information – please refer to the Privacy section of this manual for further information;

Consumer Rights and Obligations

CWBTS clients 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 relevant government subsidy body (where applicable);
- Expect that CWBTS will meet the New South Wales (NSW) Government's rigorous expectations in the area of quality, ethics, accountability and responsiveness
- Be informed about the collection of personal information and be able to review and correct that information; and
- Access CWBTS's consumer protection complaints process.

Clients' obligations include:

- Providing accurate information to CWBTS; and
- Behaving in a responsible and ethical manner.

The Consumer Protection Officer

CWBTS' State Manager performs the role of Consumer Protection Officer:

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NSW Smart & Skilled

CWBTS includes the Smart and Skilled website details and 1300 number on all NSW relevant public information, enrolment forms and client induction material so that all students are aware of their rights and options for making a complaint or providing feedback about their training.

www.smartandskilled.nsw.gov.au Phone: 1300 772 104



Publicly Available

All CWBT S consumer protection information and approaches is made available to all clients by being publicly published on the CWBT S website and included within the student handbook.

Quality Training and Assessment

CWBT S provides the training and support necessary to allow consumers the opportunity to achieve competency. Consumers are at the centre of service delivery and as such CWBT S 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.

Code of Conduct for Staff

City-Wide Building & Training Services Pty Ltd (CWBT S) has a Code of Conduct that all Staff (including Trainers and Assessors) are expected to comply with to ensure they meet public expectations of ethical behaviour at all times.

Ethical and Accurate Marketing

CWBT S 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, CWBT S informs consumers about programs and outcomes accurately and realistically. Where a course is offered under a funding subsidy CWBT S 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 State Manager (or approved delegate), prior to publication.

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

CWBT S will ensure that all marketing and advertising:

- Accurately represents, to current and prospective clients, training and assessment products and services that lead to Australian Qualifications Framework (AQF) Qualifications or Statements of Attainment (SOA), 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 SOA 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. CWBTS's 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.

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.

Statement of Fees

CWBTS's Statement of Fees is transparent – expressed in plain language, legible and clear - and clearly states:

- The client's cooling-off and termination rights;

- The full terms of the agreement;
- The total fees payable, including fees for all additional items;
- CWBTS 's:
 - Business address (not a post box number);
 - Australian Business Number (ABN) or Australian Company Number (ACN); and
 - Fax number and email address.

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.

Consumer Protection Feedback and Complaints Process

Queries, feedback, complaints or allegation in regard to consumer protection or the conduct of CWBTS staff or sub-contractors will be directed to the Consumer Protection Officer. The Consumer Protection Officer will investigate and respond to these concerns or allegations adhering to CWBTS's *Grievances, Complaints and Appeals policy* to ensure timeliness of investigation and response as well as recording the grievance or complaint.

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.

If an individual feel that CWBTS has breached its obligations in the undertaking of marketing and sales activities, they may raise a complaint. We encourage individuals to discuss the situation in the first instance, before making a complaint.

Where a grievance or complaint is received by staff other than the Consumer Protection Officer, the Consumer Protection Officer will be informed so that they can take part in the investigation and response.

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 organisation's 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 organisation's 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.

If a **Smart & Skilled Subsidised Student** cannot resolve their complaint with CWBTS they can contact Training Services NSW 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)

A Training Services NSW officer will investigate the complaint and will attempt to resolve the matter through information and mediation. They may also provide the consumer with options about which other government agencies may be able to assist with their complaint.

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

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.

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.