

Consumer Protection Policy

The Consumer Protection Strategy is based on a set of principles in regard to the rights and obligations of consumers (students and prospective students) and the obligations of training providers to protect the rights of consumers for government funded contracts and non-funded (fee-for-service) students.

Consumer rights and obligations

A consumer has 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 the requirements of the Smart and Skilled, Queensland User Choice and Certificate 3 Guarantee.
- Expect that the training provider will meet the NSW & QLD Government's rigorous expectations in the areas of quality, ethics, accountability and responsiveness as set out in the Statement of Expectations for their respective funded contracts.
- Be informed about personal information that is collected about them and the right to review and correct that information.
- Have access to a training provider's consumer protection complaints system.

A consumer has obligations that include, but are not limited to:

- Providing accurate information to their training provider.
- Behaving in a responsible and ethical manner.

Training provider obligations

As a training provider, our obligations include:

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

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Other complaint handling agencies

A consumer may ask for help with a VET-related complaint to the following agencies:

Anti-Discrimination Board of NSW (www.antidiscrimination.justice.nsw.gov.au)

The Anti-Discrimination Board of NSW investigates and conciliates complaints of discrimination.

Australian Human Rights Commission (www.hreoc.gov.au)

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

Australian Skills Quality Authority (ASQA) (www.asqa.gov.au)

ASQA investigates and addresses complaints made by students, training provider staff, parents, industry and the general community regarding training and assessment and the issuing of qualifications, particularly in relation to:

- *information the training provider 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).*

Commonwealth Ombudsman (www.ombudsman.gov.au)

The Commonwealth Ombudsman investigates complaints regarding the conduct and decisions of Australian Government agencies.