

# Consumer protection system Smart and Skilled



Consumer Protection Officer at Astute Training Pty Ltd is:  
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**As a student, you're covered by Smart and Skilled consumer protection measures.** As the first step, you're encouraged to follow the steps below for Complaints and Appeals about any issues or concerns about your training under Smart and Skilled.

## COMPLAINTS AND APPEALS

At Astute Training we recognise the importance of a supportive learning environment where students feel safe, happy and respected. Should there be a concern at any stage through your study here we encourage you to follow this process in dealing with the issue

**Trainer** – In the first instance of a concern please speak to your trainer as an informal way of dealing with any issues immediately before the concern escalates.

**Student Support** – If your concern is not resolved or if your concern is of a more **personal nature** please ask at reception to see the Student Support Officer.

**CEO** – If your concern has still not been resolved please ask for an appointment with the Chief Executive Officer, this will be the final call on the concern for Astute Training Pty Ltd.

Students will be provided with a written outcome on your case including the rationale for the decision. If a student is satisfied with the resolution agreed actions will be implemented and the complaint or appeal will be closed.

### External Appeals

Where no mutually acceptable resolution can be found, a student may wish to have the matter dealt with through an external resolution process we supply Consumer Guide brochures in all common areas of the building, they contain information on who to contact including:

For issues to do with quality of training, contact the Australian Skills Quality Authority (ASQA)

**Website:** [www.asqa.gov.au](http://www.asqa.gov.au)

**Smart and Skilled enquiries/Complaints Phone: 1300 772 104**

**Online: enquiry/complaints form**

For consumers specifically asking for a refund or similar NSW Fair Trading

**Website:** [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

*There is no cost for lodging an external appeal. Once the relevant authority has received the appeal form, they will contact both Astute Training Pty Ltd and the student to request applicable documentation.*

You can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback. Email: [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au) Phone: 13 28 11, or in person at a State Training Services centre. <http://www.training.nsw.gov.au>

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.