

## Consumer Protection and Complaints Handling Policy

At Astute Training Pty Ltd, we are committed to providing high-quality training and education to our valued consumers. We recognize the importance of consumer protection and have established a comprehensive consumer protection and complaints handling system in accordance with the requirements set forth by the Australian Skills Quality Authority (ASQA), the NSW Quality Framework, and the Smart and Skilled contract. This policy outlines our responsibilities as a Smart and Skilled training provider and the measures in place to ensure consumer rights are upheld.

### Consumer Protection Officer

Kate Webster-Fitzharris, our Training and Education Manager, serves as our dedicated Consumer Protection Officer. If you have any concerns related to your training, you can contact Emma Bulloch through the following channels:

**Phone:** 02 4732 5088

**Email:** [kate@astutetraining.com.au](mailto:kate@astutetraining.com.au)

**In-person:** Ask for Kate at our reception desk.

### Training Provider Responsibilities

As a Smart and Skilled training provider, we are dedicated to upholding the following responsibilities to ensure consumer protection:

- 1. Consumer Feedback and Complaints Handling:** We have established, documented, and accessible consumer feedback and complaints handling policies and procedures. These guidelines are designed to ensure that all consumers have a clear pathway for providing feedback and making complaints about our training services.
- 2. Dedicated Consumer Protection Officer:** We have identified a dedicated consumer protection officer who is responsible for addressing consumer concerns and overseeing the resolution of complaints. The contact details of this officer can be found on our official communication channels.
- 3. Complaints Pathways:** We provide consumers with detailed information about the pathways for resolving or escalating complaints. Our commitment is to facilitate effective communication and resolution of complaints to ensure consumer satisfaction.
- 4. Information Dissemination:** We include the Smart and Skilled website details ([www.education.nsw.gov.au/skills-nsw](http://www.education.nsw.gov.au/skills-nsw)) and the Smart and Skilled hotline (**1300 772 104**) on all public information, enrolment forms, and student induction material. This ensures that all consumers are aware of their rights and options for making complaints or providing feedback.

**5. Student Confirmation:** Each student is required to sign a declaration confirming their receipt of information regarding consumer protection measures, complaint handling, and avenues for seeking assistance.

## Consumer Protection Measures

Our consumer protection measures are in alignment with Smart and Skilled's guidelines to ensure a central place for consumers to seek assistance with complaints. These measures include:

**1. Information and Advice:** We provide information and advice to consumers about their rights, training provider obligations, minimum standards, grievance procedures, and Smart and Skilled's dispute resolution process. This information is available on our official website.

### 2. Complaints Process:

- **Step 1:** Consumers should first discuss their complaint with their training provider.
  - **Trainer:** If you have a concern, start by discussing it with your trainer. This informal step allows for immediate resolution of issues before they escalate.
  - **Consumer Protection Officer:** If your concern remains unresolved or if it is of a more personal nature, please reach out to the Consumer Protection Officer Emma Bulloch.
  - **Chief Executive Officer (CEO):** If your concern persists, and you haven't achieved a satisfactory resolution, you can request an appointment with our CEO, who will make the final decision on the matter.
- **Step 2:** In the event that an internally-escalated concern cannot be resolved to your satisfaction, you have the option to pursue an external resolution process. We provide Consumer Guide brochures throughout the facility with contact information for external avenues, including:
  - For training quality-related issues: Australian Skills Quality Authority (ASQA)
    - Website: [www.asqa.gov.au](http://www.asqa.gov.au)
  - Smart and Skilled Enquiries/Complaints
    - Phone: **13 28 11** or **1300 772 104**
  - Training Services NSW
    - [Online Enquiry and Feedback Form](#)
    - [Complaints and Compliments Form](#)
  - For refund-related concerns: NSW Fair Trading
    - Website: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

Lodging an external appeal incurs no cost. The relevant authority will request applicable documentation from both Astute Training Pty Ltd and the student upon receiving the appeal form.

## **Information Obtained through Dispute Assistance Process**

The information obtained through any dispute assistance process may be used by the Department, including Training Services NSW, in actions against individuals, including training providers. The information may also be shared with third parties, including other state or Australian Government agencies.

Our commitment to consumer protection ensures that we uphold the highest standards in our training services and respond to consumer concerns in a timely and effective manner. We strive to provide an environment where every consumer's voice is heard and valued.

For more information, please visit our website or contact our dedicated consumer protection officer.

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