

Newskills provides consumer protection as part of its provision and delivery of quality training and assessment products and services.

## 1. Purpose

- 1.1. This Policy aims to ensure that each learner is properly informed and protected throughout all stages of engagement with Newskills for training and assessment purposes.
- 1.2. Newskills does not use the services of a third party. All training and assessment services to trainees and clients are provided directly by Newskills staff.
- 1.3. This Policy ensures that information provided to trainees/clients is clear and accurate.
- 1.4. This policy advises Newskills' prospective and current customers on their rights and obligations as consumers of Newskills' products and services. Newskills has an obligation to:
  1. provide the training and support necessary to allow learners to achieve competency;
  2. provide a quality training and assessment experience for all customers;
  3. provide a clear and accessible feedback and consumer protection process; and
  4. maintain procedures for protecting customers' personal information.

## 2. Audience and applicability

- 2.1 This policy applies to all Newskills customers and staff.

## 3. Context

- 3.1 Newskills as a Registered Training Organisation (RTOs), have an obligation to meet the Standards for Registered Training Organisations 2015.

Customers therefore can expect that the service they receive before, during and after training/assessment will be of a quality consistent with these requirements.

- 3.2 The following documents, external to Newskills, relate to this policy:
  - Standards for Registered Training Organisations 2015
  - Smart and Skilled NSW Quality Framework
  - Certificate 3 Guarantee Program Policy (QLD)
  - Smart and Skilled Consumer Protection Strategy (NSW)
  - VRQA
  - VET Quality Charter
  - 2014-2016 VET Funding Agreement (VTG) - Victoria
  - Privacy and Personal Information Protection Act 1998
  - Health Records and Information Privacy Act 2002
  - Government Information (Public Access) Act 2009
  - Australian Consumer Law

**3.3** The following Newskills' policies and procedures relate to the implementation of this policy:

- *Complaints and Appeals Policy and Procedure*
- *Fees & Refunds Policy*
- *Training and Assessment Policy and Guidelines(Quality Manual)*
- *Privacy Policy*

### **3.4 Evidence of compliance**

As the requirement of this Policy, Newskills retains evidence that has been complied with in full by regular monitoring and updates on the web-site, marketing materials, updates of the Training and Assessment strategies, and on-going monitoring of any other activities that are related to provision of information to the learners.

## **4. Responsibilities and delegations procedure**

**4.1** Newskills authorised staff are responsible for providing the following information to learners prior to enrolment or commencement of training and assessment:

- accurate information about the training product appropriate to meeting their learning needs, taking into account the individual's existing skills and competencies. This is achieved through documented process of industry engagement (project briefs, records of engagement an with industry client), Information Sessions, including the use of Trainees Information Booklet, Pre-Training Review, use of Newskills' web-site as a reference point and all other published marketing materials
- current and accurate information that enable the learner to make informed decisions about undertaking training with Newskills by the use of the above-mentioned resources
- Newskills' services :full course code and title; venue, length and mode/s of delivery and/or assessment; entry requirements; support services; consumer rights and fee information and funding entitlements;
- information to customers about their rights and responsibilities;
- a complaints and appeals procedure, and information to customers about how to access this;
- National Training Manager is a dedicated Consumer Protection Officer, and making their contact details readily available;
- information to customers about the collection and use of their personal information;
- information to customers about how to update their personal information

**4.2** Advice to the learner about any changes to the agreed services as soon as practicable

**4.3** **Newskills trainees'** obligations are to:

- provide accurate and complete information;
- update their details as appropriate;
- pay any fees required;
- behave in a responsible and ethical manner;
- be aware of their rights and responsibilities;
- access and use the complaints and appeals process in the first instance.

## 5. Monitoring, evaluation and reporting requirements

- 5.1 The policy will be reviewed on an ongoing basis as part of the continuous improvement procedure.

## 6. Contact

- 6.1 Newskills trainees and clients, in the first instance, should refer to Newskills' Complaints and Appeals process.

Trainees, clients can contact and seek assistance from the National Training Manager/Consumer Protection Officer. If issues cannot be resolved at Newskills, trainees/clients may wish to seek assistance or a review from an independent organisation such as:

ASQA (Australian Skills Quality Authority); Ph: 1300 701 801; [www.asqa.gov.au](http://www.asqa.gov.au)

- 6.2 The trainee/client needs to be made aware that ASQA will only consider your complaint if you include evidence that you have already exhausted your provider's complaints and appeals process. (In exceptional circumstances, ASQA may consider your complaint without this evidence.)
- 6.3 If the course is part of the NSW Department of Education and Communities funded programs you should contact their Consumer Protection Unit for Students. They can do so at: <https://smartandskilled.nsw.gov.au/for---students/consumer---protection---for---students>