

## **Policy and Procedure:**

# **Consumer Protection (NSW Smart and Skilled Program)**

### **Objective:**

All Smart and Skilled students and potential students (as consumers) have the right to expect that the training they receive is consistent with the national VET Regulator's requirements (the Australian Skills Quality Authority) and the requirements of the Smart and Skilled Program contract.

This policy and procedure provides guidance to a Smart and Skilled subsidised Student about the Australian Institute of Fitness' (AIF) commitment to receiving feedback and complaints and to respond in a professional and timely manner in accordance with all its related policies and procedures.

### **Effective Date:**

**15 August 2022**

### **Definitions:**

ASQA stands for the Australian Skills Quality Authority, which is the national VET Regulator.

AQF qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Career partners are those that offer career outcomes for AIF Students, eg, gyms and club franchisees.

Industry partners are those in the fitness and wellness industries that have products or services to assist with ongoing AF activities, upskilling and products like gyms, equipment supplier, clothing, etc.

NRT means Nationally Recognised Training. The NRT Logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to AQF certification documentation. The NRT Logo is a registered trademark.

RTO means Registered Training Organisation, commonly known as a Training Provider or Provider and has the meaning given as defined in the NVR Act 2011.

### **Policy:**

AIF is committed to ensuring that each Smart and Skilled student is an informed consumer and has access to all relevant AIF consumer protection policies and procedures and related documentation. These are:

- Access and Equity Policy and Procedure
- Privacy Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Student Feedback Policy and Procedure
- Fees and Charges Policy and Procedure
- Marketing Policy and Procedure
- Variation to Enrolment Policy and Procedure
- Refunds Policy and Procedure

- Commitment to Meeting all Legislative and Regulatory Requirements Policy and Procedure.

It ensures that this and all related Policies and Procedures are made available to all Smart and Skilled Students through publishing on its website and including a summary within the Student Handbook (noting that the Student Feedback Policy and Procedure is only summarised within the Student Handbook).

AIF also ensures that this and the related Policies and Procedures:

- Are in line with ASQA requirements under the Smart and Skilled: NSW Quality Framework (as assured through AIF's internal audit schedule)
- Are clear and accessible
- Clearly set out the Student's rights relevant to consumer protection
- Set out how AIF manages and respond to queries, complaints or allegations (including any queries, complaints or allegations involving the conduct of any member of AIF's staff or subcontractors and sets out how the Provider will ensure timeliness of investigation and response (refer to Complaints and Appeals Policy and Procedure)
- Specify details of AIF's NSW Consumer Protection Officer.

AIF also ensures that departmental information is readily available to support and inform the Smart and Skilled Student, made up of:

- Consumer Protection Strategy (made available through a link from AIF's website)
- Contact details for the department's Customer Support Centre (refer below).

### **Responsibilities and Accountabilities:**

This version of the policy and procedure and any amendments to related documents, have been authorised by AIF's Chief Executive Officer (CEO). The NSW Regional Manager, as delegated by the CEO, is responsible for ensuring this policy and procedure is implemented at all times across AIF and ensuring that all staff are fully trained in its operation.

AIF's Compliance Manager is also responsible for ensuring this policy and procedure and related documents are maintained and up to date through an annual revision, as well as through any ongoing quality activities including audits and feedback.

In accordance with the AIF Code of Conduct, any breach of this policy is dealt with seriously and may result in disciplinary action including termination of employment, depending on the severity of the breach.

Where Team Members consider that significant departures from the principles of this policy have occurred, they are obligated to report it immediately to their Line Manager or iExec Team Member. Failure to do so constitutes a breach of this policy & AIF Code of Conduct.

### **Procedure:**

AIF acknowledges that all Smart and Skilled subsidised Students, as consumers, have a right to:

- Expect that AIF will behave in a responsible and ethical manner including how it markets its services
- Expect that the education and training they receive will be of a quality consistent with ASQA's requirements and the requirements of the Smart and Skilled contract (available on [www.training.nsw.gov.au](http://www.training.nsw.gov.au)) and that AIF will provide the training and support necessary to allow the Student to achieve competency
- A quality training and assessment experience
- Be informed about personal information that is collected about them and the right to review and correct that information
- Have access to AIF's consumer protection complaints system.

### **Complaints Handling**

AIF's Complaints and Appeals Policy and Procedure outlines AIF's established, documented and accessible consumer feedback and complaints handling policy and procedures, including details of the pathways for resolving or escalating complaints.

### **NSW Consumer Protection Officer**

AIF's designated NSW Consumer Protection Officer can be contacted through [compliance@fitness.edu.au](mailto:compliance@fitness.edu.au) or ph: 0438 647 662 in the first instance.

### **NSW Department Contact Details**

Students have the right to contact the departmental Customer Support Centre on 1300 772 104 if they have a concern, should they not resolve their concern with AIF, using AIF's Complaints and Appeals Policy and Procedure in the first instance.

So that all Smart and Skilled subsidised Students are aware of their rights and options for making a complaint or providing feedback about their training, AIF provides details of the NSW departmental Customer Support Centre:

- On its website
- In its Complaints and Appeals Policy and Procedure
- Through its Student Handbook (Smart and skilled section) and
- on its Online Enrolment Form.

It also provides a link to the department's website:

[www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au) on the AIF website and in the Student Handbook.

In the event that the Student cannot resolve their complaint with AIF, they are encouraged to contact the department by:

- Applying online:  
([www.training.nsw.gov.au/build/online\\_forms/general\\_enquiry\\_form.html](http://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](http://www.training.nsw.gov.au/about_us/sts_contacts.html))

**Student Declaration**

AIF ensures all Students have received and understand how they may provide feedback or make a complaint as part of their enrolment and specifically on the Online Enrolment Form.

**NSW Smart and Skilled Program - Additional Requirements:**

This Policy and Procedure has been specifically prepared to address the NSW Smart and Skilled program requirements.

**VET Student Loans (VSL) - Additional Requirements:**

Nil

**Publication:**

This Policy and Procedure is available through the ihub and published on the website.

**Related documents:**

Online Enrolment Form  
Complaints and Appeals Form  
Variation to Enrolment (Withdrawal and Transfer) Form  
Variation to Enrolment (Deferral) Form  
Feedback Form (informal)  
WOW Student Questionnaires

**Associated Policies and Procedures:**

Access and Equity policy and procedure  
Privacy policy and procedure  
Complaints and Appeals policy and procedure  
Marketing policy and procedure  
Student Feedback policy and procedure  
Fees and Charges policy and procedure  
Variation to Enrolment policy and procedure  
Refunds policy and procedure  
Commitment to Meeting all Legislative and Regulatory Requirements policy and procedure

**Amendments:**

<b>Version</b>	<b>Date</b>	<b>Descriptor</b>
V1.1	09/05/2022	Typo error
V1.2	15/08/2022	Consumer Protection Officer reference to General Manager removed

**Authorised by:**

**Title:** Head of Compliance & Training

**Date Authorised:** 15 August 2022

