

Smart and Skilled Consumer Protection Policy

Section 3 (Clause 3.2) Smart and Skilled Operating Guidelines

PURPOSE (not limited to must be reference in conjunction with Section 3 of the Smart and Skilled Operating Guild lines.

To ensure Evolution Hospitality Institute follows the Operating Guidelines within the NSW Smart and Skilled funding arrangements and that this policy is in line with ASQA requirements under the VET quality Framework, the Consumer protection Strategy and the Contract.

SCOPE

Evolution Hospitality Institute applies this policy to all liaisons with all students, prospective students, employers, prospective employers, host workplaces, staff and partner organisations.

RESPONSIBILITY

Evolution Hospitality Institute is responsible for providing:

- accurate information to customers about their services and fees;
- information to customers about their rights and responsibilities;
- a complaints and appeals procedure, and information to customers about how to access this;
- information to customers about the collection and use of their personal information;
- information to customers about how to update their personal information.

Evolution Hospitality Institute client's obligations are to:

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

POLICY

Evolution Hospitality Institute provides consumer protection as part of its provision and delivery of quality training and assessment products and services for the program Smart and Skilled NSW; and Skills Tasmania.

Evolution Hospitality Institute, as a Registered Training Organisation has an obligation, and is committed, to meet the Standards for Registered Training Organisations 2015, which require consumer protection processes and policies to be in place.

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

Evolution Hospitality Institute has an obligation to ensure that the rights and obligations of consumers are protected and consumers are informed.

We do this by:

- providing the training and support necessary to allow learners to achieve competency
- providing a quality training and assessment experience for all consumers
- providing a clear and accessible feedback and consumer protection process; and
- maintaining procedures for protecting customers' personal information.

RELATED AND RELEVANT POLICIES & PROCEDURES

Enrolment Checklist

Smart and skilled pre Enrolment Guide

Student Enrolment Form

Fees and Charges Policy and Procedure

Student Handbook

Learner Protection Policy (Smart and Skilled pre Enrolment Guide)

Privacy Policy

Privacy Statement and Student Declaration

Complaints and Appeals Process (Smart and Skilled pre Enrolment Guide also part of this document in accordance with Clause 3 of the Operating Guidelines)

Assessment Policy and Guidelines (Smart and Skilled pre Enrolment Guide)

REPORTING AND COMPLAINTS AND APPEALS

The Principal Executive Officer (PEO) has ultimate responsibility for implementing this policy. Any complaints about breaches of this policy will be dealt with seriously, confidentially and quickly.

Evolution Hospitality Institute, in the first instance, should refer students to Evolution Hospitality Institutes internal complaints and appeals process. Students can contact and seek assistance from the Industry Relations Manager.

If issues cannot be resolved by Evolution Hospitality Institute students may wish to seek assistance or a review from an independent organisation such as:

Training Services NSW Centre:

Training Services NSW Customer Support Centre Ph: 13 28 11 www.training.nsw.gov.au

(<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>)

ASQA (Australian Skills Quality Authority)

Ph: 1300 701 801 www.asqa.gov.au

NSW Ombudsman

Ph: 02 9286 1000 www.ombo.nsw.gov.au

NSW Fair Trading

Ph: 13 77 88 www.fairtrading.nsw.gov.au

Please Note: this information is for guidance purposes only and should not be used as a substitute for formal legal advice.

RELATED LEGISLATION AND INSTRUMENTS

Smart and Skilled Operating Guidelines 2018

Smart and Skilled Fee Administration Policy October 2017

Smart and Skilled Consumer Protection Strategy June 2014