

## TMA Consumer Protection Policy

### 1. Objectives - Policy statement

1.1 - This policy advises Traineeship Management Australia Pty Ltd (TMA) prospective and current customers on their rights and obligations as consumers of TMA products and services. TMA has an obligation to:

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

### 2. Audience and applicability

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

### 3. Context

3.1 - TMA, as Registered Training Organisations (RTOs), have an obligation to meet the Standards for Registered Training Organisations.

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 TMA, relate to this policy:

- *Standards for Registered Training Organisations 2015*
- *Smart and Skilled NSW Quality Framework*
- *Smart and Skilled Consumer Protection Strategy*
- *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 TMA policies and procedures relate to the implementation of this policy:

- Traineeship Management Australia Pty Ltd complaints, compliments and suggestions
- *Fees & Refunds Policy*
- *Assessment Policy and Guidelines*
- *Release of Learner Information Policy*

## 4. Responsibilities and delegations

### 4.1 - TMA are 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;
- a dedicated Institute 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 - TMA's 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 within their Institute, in the first instance.

## 5. Monitoring, evaluation and reporting requirements

5.1 - The policy will be reviewed on an ongoing basis with representation from TMA.

5.2 - The related procedures will be monitored and reviewed as required by TMA's Customer Services.

## 6. Contact

*TMA customers, in the first instance, should refer to the complaints and appeals process at their Institute of enrolment.*

*TMA customers can contact and seek assistance from the Institute Consumer Protection Officers at their Institute of enrolment.*

*If issues cannot be resolved at the Institute, TMA customers may wish to seek assistance or a review from an independent organisation such as:*

### **NSW State Training Services:**

State Training Services Customer Support Centre

Ph: 1300 772 104

[www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)

### **ASQA (Australian Skills Quality Authority)**

Ph: 1300 701 801

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

### **NSW Ombudsman**

Ph: 02 9286 1000

[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

### **NSW Fair Trading**

Ph: 13 32 20

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

## DECLARATION OF UNDERSTANDING FORM

Copy for Your Records

I, \_\_\_\_\_  
(First, middle and last name)

of \_\_\_\_\_  
(current residential address)

with Date of Birth \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Declare that:

- I have read and understood the TMA' Student Information Guide – including the attached Consumer Protection Policy and Fee Administration Policy;
- I have been provided with a course information outline relating to the course in which I have enrolled;
- I have been advised of the accreditation status of the course;
- I have been advised of the qualification I will be entitled to receive on successful completion of the course;
- I understand the TMA's procedures for dealing with complaints and appeals;
- I understand my rights and obligations as a course participant;
- I understand that the first point of contact for a complaint is with TMA and that I may direct my complaint to Smart & Skilled only if not resolved by both parties – being myself and TMA.
- I understand and agree that personal information (information or an opinion about me), collected from me, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, or sensitive personal information (including my ethnicity or health information)(together Personal Information) collected by the TMA may be disclosed to the Department of Education and Communities. The Department may disclose my Personal Information to other government agencies, including those located in States and Territories outside New South Wales. The above government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or for any Fee Exemptions or Concessions. My Personal Information may also be disclosed to other third parties if required by law. I consent to the collection, use and disclosure of my Personal Information in the manner outlined above.
- I also acknowledge and agree that the Department may contact me by telephone, email or post during or after I have ceased subsidised training with TMA for the purposes of evaluating and assessing my subsidised training.

**Print Full Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**DECLARATION OF UNDERSTANDING FORM**

**Copy to be returned to TMA**

I, \_\_\_\_\_  
(First, middle and last name)

of \_\_\_\_\_  
(current residential address)

with Date of Birth \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Declare that:

- I have read and understood the TMA' Student Information Guide – including the attached Consumer Protection Policy and Fee Administration Policy;
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- I also acknowledge and agree that the Department may contact me by telephone, email or post during or after I have ceased subsidised training with TMA for the purposes of evaluating and assessing my subsidised training.

**Print Full Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_