

## **Target Training's Consumer Protection Information**

### **Policy**

Students undertaking courses under NSW Smart and Skilled are covered by Smart and Skilled consumer protection measures. Providers approved to deliver training under Smart and Skilled are required to have processes to protect consumers and handle complaints.

Target Training has the obligation to meet the Statement of Expectations for Smart and Skilled Providers. This statement sets out the NSW Government's rigorous expectations of Smart and Skilled providers in the areas of: Quality; Ethics; Accountability; and Responsiveness.

Quality - the consumers of Target Trainings training programs have the right to receive training and assessment that have quality consistent with the national VET regulator's requirements. Target Training facilitates professional development for its trainers, assessors and its other staff and is focused on continuous improvement to ensure it delivers services that are of high quality.

Ethics – Target Training ensures that all consumers are treated via ethical behaviour at all times. Our marketing activities display Target Training's integrity, accuracy and transparency.

Accountability – Target Training meets legislative and regulatory requirements which includes meeting its obligation in reporting student data, student progress and outcomes.

Responsiveness – Target Training ensures its training programs have relevance to industry, businesses and the community. Target Training provides appropriate support to assist its students to progress and complete their qualification.

Target Training ensures that its consumers are well informed of their rights and are given a clear avenue for complaint. Target Training takes steps to protect the privacy of its students and students are informed about the collection and use of their personal information.

### **Responsibility**

Target Training CEO has the overall responsibility in the implementation of this policy. All Target Trainings staff and contractors have the responsibility to provide consumers with quality service, be accountable and responsive to consumers' needs, and treat all consumers in an ethical way.

Consumers have the obligation to provide accurate information and behave in a responsible and ethical manner.

In line with Smart and Skilled requirement to have a dedicated consumer protection officer, our consumer protection officer can be contacted through email at [office@targettraining.com.au](mailto:office@targettraining.com.au) or over the phone at 1300 736 005 or in person at Sydney head office which is located at Suite 18, 19-23 Bridge Street, Pymble, NSW, 2073.

### **Legislative and Regulatory Requirement**

Target Training is subject to legislation related to training services as well as to general business practice. The legislation governs our obligation as an RTO, our obligations to consumers, and to the industry in which we deliver our training and assessment services.

Target Training staff are made aware of the legislations and of changes as they occur. The legislation and regulatory requirement that particularly impacts on consumer protection include:

**National:**

- Australian Consumer Law - the national law for fair trading and consumer protection which is administered and enforced jointly by the Australian Competition and Consumer Commission (ACCC) and the State and Territory consumer protection agencies.
- Competition and Consumer Act 2010 - a series of laws and organisations designed to ensure the rights of consumers as well as fair trade, competition and accurate information in the marketplace
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Standards for Registered Training Organisations 2015

**NSW:**

- Anti-Discrimination Act 1977
- Privacy and Personal Information Protection Act 1998
- Smart and Skilled Contract
- NSW Quality Framework

**Procedures**

Target Training ensures all of its marketing activities only provide factual and accurate information to consumers about Target Training and gives a full disclosure of the services that are on offer and the corresponding fees. Target Training's advertising and marketing do not include any inducements and do not provide its consumers guarantee of successful completion outcome regardless of them not achieving competency. We do not guarantee that a course can be completed in a manner inconsistent with the Training Package requirement. We do not commit that completing a course will lead to an employment outcome if this cannot be guaranteed.

Target Training provides its consumers with a Student Handbook which reiterates their rights and obligations as well as the obligations of Target Training. To ensure that consumers have full understanding of our processes, consumers are provided with a checklist in the Student Handbook before enrolling into a Target Training qualification.

During the enrolment process, consumers are made aware of Target Training's privacy policy. The privacy policy is noted on our enrolment form, Student Handbook and on our website. The policy includes information on how we use the consumers' personal data and how consumers can access and correct their personal information held by Target Training. Target Training only collects personal information by fair and lawful means which is necessary for the functions of Target Training and is committed to ensuring the confidentiality and security of information provided by consumers, please refer to Target Trainings Privacy Policy and Procedure.

To ensure Target Training continually improves its systems and services, we employ a transparent complaints process. The consumers are informed of our complaint policy and the process as it is detailed in the Student Handbook and on our website.

The Smart and Skilled website link and Training Services NSW contact details are noted on the Target Training enrolment form to further ensure consumers are aware of their rights and options for making a complaint or where to provide feedback about their training experience with us.

Target Training treats every complaint as a serious matter and attempts, where possible, to negotiate a satisfactory outcome for all parties. Target Training's Complaints and Appeals Policy and Procedure provides the avenues for making a complaint, escalating complaints, and timelines for resolving complaints.

Below is a list of agencies where assistance can be sought for a VET-related complaint.

- Anti-Discrimination Board of NSW – [www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)
- Australian Human Rights Commission – [www.hreoc.gov.au](http://www.hreoc.gov.au)
- Australian Skills Quality Authority – [www.asqa.gov.au](http://www.asqa.gov.au)
- Commonwealth Ombudsman – [www.ombudsman.gov.au](http://www.ombudsman.gov.au)
- Ethnic Communities Council of NSW – [www.eccnsw.org.au](http://www.eccnsw.org.au)
- Independent Commission Against Corruption – [www.icac.nsw.gov.au](http://www.icac.nsw.gov.au)
- Information and Privacy Commission NSW – [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)
- NSW Civil and Administrative Tribunal – [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)
- NSW Fair Trading – [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)
- NSW Ombudsman – [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)
- NSW Police – [www.police.nsw.gov.au](http://www.police.nsw.gov.au)
- Office of the Australian Information – [www.oaic.gov.au](http://www.oaic.gov.au)
- People with Disability Australia Inc – [www.pwd.org.au](http://www.pwd.org.au)
- Workcover NSW – [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

In the unlikely event that Target Training is no longer able to deliver subsidised training under Smart and Skilled, we will endeavour to ensure that all continuing students either complete their training with us or are placed with another provider. Target Training will manage fee arrangements in a way that the student will not be disadvantaged if the student is transferred to another provider.