

# Consumer Protection Policy



The policy relates to the School of Volunteer Management (SVM), The Centre for Volunteering.

## Responsibility: Legislation / Contracts:

- Australian Consumer Law
- NSW Smart and Skilled Consumer Protection Strategy.
- Smart and Skilled NSW quality Framework
- Smart and Skilled Contract Terms and Conditions
- Smart and Skilled Quality Framework
- Standards for Registered Training Organisations 2015

## Related Policies and Procedures:

- Student Handbook
- Complaints and Appeals Policy
- Smart and Skilled Fee Policy

**Purpose:** The purpose of this policy to protect the needs and interests of all clients of The School of Volunteer Management, The Centre for Volunteering.

The School of Volunteer Management has an obligation to ensure that the rights and obligations of consumers are protected and consumers are informed. We aim to:

- Provide clear and accessible information about course requirements
- Provide clear and accurate information about services and fees
- Provide clear and accessible feedback, complaints and consumer protection procedure
- Maintain procedures for protecting consumers' personal information.

## Consumer Protection Officer:

SVM Admin Team

Phone: 02 9261 3600

Email: [svmadmin@volunteering.com.au](mailto:svmadmin@volunteering.com.au) Phone: 02 9261 3600

**Information and Advice for Smart and Skilled Consumers:** The Smart and Skilled website (see [smartandskilled.nsw.gov.au](http://smartandskilled.nsw.gov.au)) provides information on:

- Consumer protection
- Training provider obligations, minimum standards and grievance procedures
- The escalation of complaints and Smart and Skilled dispute resolution process

**The Complaints Process:** In the first instance all complaints should be addressed to SVM, who will endeavour to resolve the matter quickly, confidentially and fairly.

Every effort will be made to resolve any complaint, however if issues cannot be resolved at SVM consumers are advised to seek assistance or a review from an independent organisations such as:

**Training Services NSW:**

Training Services NSW Customer Support Centre

Phone 13 28 11 [www.training.nsw.gov.au](http://www.training.nsw.gov.au)

**ASQA (Australian Skills Quality Authority)**

Phone 1300 701 801 [www.asqa.gov.au](http://www.asqa.gov.au)

**NSW Ombudsman**

Phone 02 9286 1000 [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

**NSW Fair Trading**

Phone 13 77 88 [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

**Anti-discrimination Board of NSW**

Phone (02) 9268 5544 [www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)