



Flexible Training Solutions

SMART AND SKILLED CUSTOMER PROTECTION POLICY

Flexible Training Solutions has a Customer Protection Policy in place as contractually required under Smart and Skilled. This includes the current Complaints and Grievances Policy and Procedure which can be found below.

Customer Protection Policy and Procedures

The following framework has been prepared as a means to have problems experienced by trainers and trainees addressed immediately, effectively, professionally and confidentially.

The policy provides an avenue for most grievances to be addressed. However, in some cases, alternative measures need to be explored because of individuals and the merits of each case.

Flexible Training Solutions will encourage the parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation.

Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate and independent agent to mediate between the parties.

Nothing contained in this procedure prevents a student from exercising their rights to other legal remedies.

Flexible Training Solutions will attempt to resolve any grievances fairly and equitably within five (5) working days.

The resolution of this situation must be in writing to the student.

This procedure will cover grievances of any nature including but not limited to; training delivery and assessment, quality of teaching, discrimination and sexual harassment.

Students must register their grievance or complaint by completing the Student Grievance and Complaint Notification form and submitting it to a Director. Completed forms should be sent to Flexible Training Solutions, PO Box 1139G, Greythorn, Victoria 3104.

The Smart and Skilled website can be accessed as below:

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

For enquiries and complaints students can contact Smart and Skilled on:

Phone: 1300 772 104

Email: enquiries@smartandskilled.nsw.gov.au

Online: enquiry/complaints form

Grievance associated with trainee assessment results

The trainee grievance/appeals procedures relating to the delivery of training and/or the assessment of training outcomes, involves trainees initiating the following process:

- discussion with relevant trainer/trainee about grievance;
- should this not be resolved, the grievance matter can be taken before the Director of Flexible Training Solutions;
- a Student Grievance and Complaint Notification form should be submitted as described above;
- should this still not be resolved, the grievance matter then can be taken to the Training Management Committee which comprises the Consumer Protection Officer, Section Manager, Union Representative and an impartial Director of Flexible Training Solutions;

In the event that grievances cannot be resolved internally, Flexible Training Solutions will advise trainees of the appropriate legal body where they can seek further assistance.

Where appropriate, initial assessment may be reviewed and/or alternative assessment methods identified.

Grievance between trainees and trainers

The trainee should endeavour to resolve the grievance by discussing the matter with the trainer. If an appropriate outcome is not achieved, the participant or student should bring the matter to the attention of the National Operations Manager of Flexible Training Solutions, who will endeavour to resolve the matter.

Alternatively a student grievance and complaint notification form can be submitted as described above.

A full version of the Student complaints, grievances and appeals procedure is available from the trainer or by contacting the Flexible Training Solutions Consumer Protection Officer, Rita Viapiana on 03 9852 1100.