Business growth Centre

STUDENT HANDBOOK

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Welcome

Thank you for choosing to study with the Business Growth Centre (NSW). We appreciate and value your business and we are confident that your study with us will be a rewarding and valuable experience.

Please review this handbook and keep it in a safe place and refer to it during your studies.

If you are reading this handbook before you enrol with us, please make sure you also access the Course Information Pack for the course you are considering. The Course Information Pack provides up to date information on the things you should consider so that you can make an informed decision about studying with us.

Your trainer will provide an induction when you start your study program and will ask you to acknowledge receipt of information and documents by signing an induction form.

During your induction, your trainer will discuss many of the items in this Handbook. Please ask any questions that will help you to understand the training you are about to commence and your rights and responsibilities.

We encourage you to approach us at any time during your study program for assistance with learning support or questions that may arise. We are here to help you succeed.

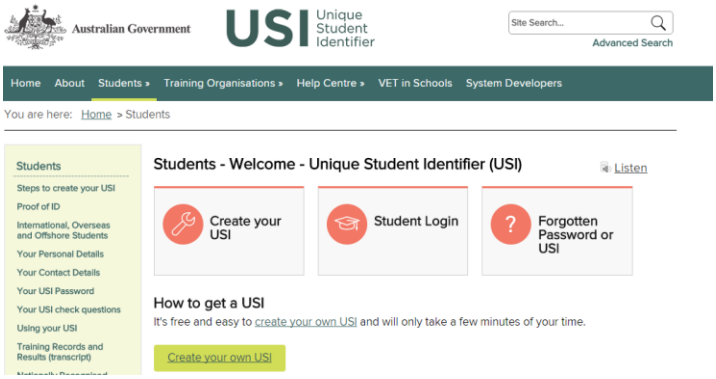
Brett Gleeson
Centre Manager

Admission and Enrolment Requirements

Unique Student Identifier (USI)

From 1 January 2015, all Australians who undertake vocational education and training must hold a Unique Student Identifier (USI). This means that if you are planning to study with us (either as a new or continuing student) you must have a USI, or you won't be able to complete your training. In some cases you need to supply us with your USI before you enrol.

You can apply for your USI at www.usi.gov.au. We can help you to apply for a USI if you prefer.



The introduction of the USI is part of the way that the Australian Government is improving the vocational education and training sector. With a USI you can obtain a complete record of your enrolments and achievements from a single online source and lost qualifications will be a thing of the past.

If you do not provide us with your USI we cannot legally issue you a Certificate, Diploma, Statement of Attainment or Record of Results for your training.

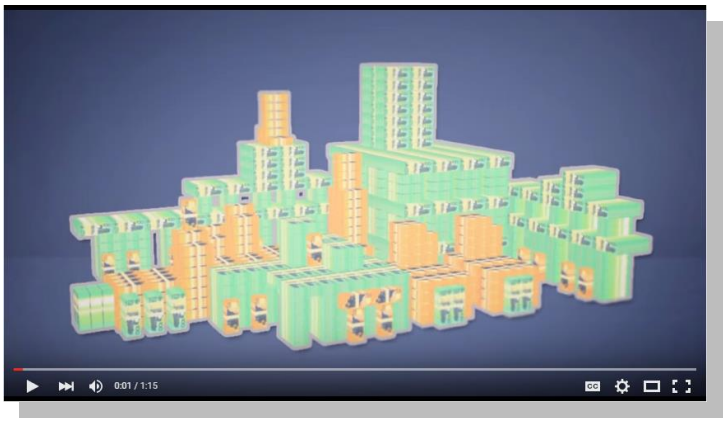
Your USI will stay with you for life and seamlessly link information on your VET achievements regardless of where you study. You will also be able to access secure digital transcripts and have more control over your educational information.

The personal details you provide to the USI Agency to create your USI are protected by the *Privacy Act 1988 (Cth*).

Enrolment questions: Make your enrolment count!

When you enrol with us, we will ask you to provide information such as who you are, your background, prior education, the language you speak at home, any disabilities you might have. We collect this information through our enrolment form when you enrol. These are standard questions that help the Government plan education for the future. They also help us to identify any support you may require when you are studying with us. In some cases you may not be able to enrol in our courses if you do not provide the information.

To find out more about the enrolment questions and what our Government does with them, you can watch a short video online at https://youtu.be/Rd8Cd4H6kNA



Recognition of Prior Learning and Credit Transfer

There is no need to repeat learning and assessment if you already have the skills and knowledge in a unit that you are studying! We will grant you credit transfer for units of competency that you gain from Australian Registered Training Organisations and any other authorised agencies, such as universities.

You may also apply for recognition of prior learning for any of the units of competency you enrol in, where you believe you already possess the knowledge and skills in that unit. The recognition process is a form of assessment. It can examine life experiences, work experiences, previous training and formal education. You will need to provide evidence of these items to claim recognition of prior learning. There are many ways of gathering this evidence and many types of evidence you can provide.

To prepare for recognition you should indicate your decision to apply for recognition as soon as possible after you enrol. We will provide you with a recognition kit and support from a trainer to guide you through the process.

The cost of your study will reduce if your application for credit transfer or recognition of prior learning is successful. The fee reduction amount will depend on whether you are a full fee paying student or a student accessing Smart and Skilled funding. We will provide you with advice at the time of application.

Fees and Payments

Current fee and charges information is available through the Centre's website: www.mybgc.org.au. Fee schedules appear in the Information Package for each course.

Fees: Full fee paying students

If you are not eligible for any funding subsidies you may enrol in any of our courses as a full fee paying student. Full fees for courses are set out in the Information Package. We do not accept enrolments from overseas students.

Fees: Smart and Skilled – NSW Government Subsidised Training Places

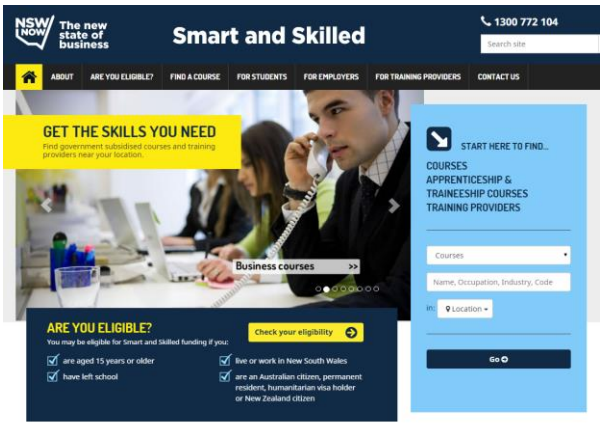
The NSW Government offers assistance to eligible students for training that helps them get the skills they need to find a job or advance their careers. You may be eligible for Smart & Skilled funding if you:

- are 15 years or older
- have left school
- live or work in NSW
- are an Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen.

Eligibility for funding, fees, concessions and fee free scholarships varies according to your personal circumstances.

The NSW Government subsidy for study under Smart and Skilled is considerable and is usually at least 70% of the cost of the training. In some cases, you may be eligible for up to 100% of the funding for the course you wish to study. Course fees are set out in the Information Package for each of our eligible courses. We will provide you with an individualised quote that reflects your circumstances, before you enrol in a course with Smart and Skilled funding.

You can visit https://smartandskilled.nsw.gov.au/ or call us for more information on Smart and Skilled.



Paying your course fees

You may pay your fees in cash, by cheque, credit card or direct transfer. We offer fee payment plans to help you manage the cost of your study. You must keep you course fee payments up to date. If you do not pay your course fees on time we may, until you pay the full amount owing:

- suspend you from your training program;
- exclude you from assessment activities;
- withhold your qualification and record of results;
- withdraw your enrolment; and
- exclude you from enrolling in future courses

If you fail to pay your fees before you finish your course you will not be able to receive your qualification or any other completion documents. If your fees remain unpaid after 90 days from the due date we may engage a debt collection agency to recover the amount owing.

Protecting your pre-paid fees

All registered training organisations must have fee protection measures in place to ensure that students are not at risk of losing substantial amounts of money, should the organisation cease to trade during their study period.

To meet this regulatory requirement, we will accept maximum payment of $1,500 from you prior to the start of your course. We provide payment schedules for fees over $1,500 in our Information Packages for each course.

Refunds

We will refund all or part of your course fees when:

- we agree that to withhold a refund would cause you unreasonable disadvantage
- we cancel a workshop or training course for any reason
- we determine that course delivery did not meet your reasonable expectations
- you over pay a fee or charge
- you re-enrol to repeat a unit or module with a not-yet-competent result and we uphold an appeal against the original assessment decision
- you withdraw before the cut-off date for withdrawal without penalty (applies to Trainees and students entering courses with Smart & Skilled Fee Subsidies)

We will not usually refund fees when you:

- change your mind about attending the course after enrolment;
- change employment or work hours;
- decide it is inconvenient to travel to training;
- move out of the area; or

- experience redundancy or retrenchment from your employment.

Fee-for-service students forfeit a non-refundable administration fee when withdrawing enrolment less than one week before the scheduled commencement date. The non-refundable administration fee covers the costs that the Centre incurs in processing your application, enrolment and payment.

If you are not satisfied with our decision about your refund request, you may appeal that decision using our Complaints and Appeals Policy.

Neither this policy nor the availability of complaints and appeals processes removes your right to take action under Australian consumer protection law.

For further information download a full version of our Fees and Refunds Policy from our website.

Withdrawing From or Deferring Your Study

If you choose to withdraw from or defer your study, you must advise us in writing. We will discuss your reasons for withdrawing or deferring and work with you on options to continue your study program.

If your study is subsidised through Smart and Skilled you may only defer your study by up to 12 months from the date that you give us notice of your intention to defer.

Withdrawing without a fee penalty: Smart and Skilled Students Only

We will determine a cut-off date without penalty for each Smart & Skilled program we offer. You may withdraw your enrolment before the cut-off date and receive a refund of all fees. We will advise you of this date before you enrol in the study program. If you withdraw after the cut-off date we will provide you with a statement of fees that includes all fees applied and any fee refund.

Withdrawing not of your own accord: Smart and Skilled students only

If you withdraw from training not of your own accord we will refund any prepaid fees for units that you have yet to complete. This situation may occur if the Centre closes or no longer offers training under Smart and Skilled subsidies.

Withdrawing after completing requirements for a lower level qualification

If you withdraw from a qualification having completed all the requirements for a lower level qualification you will not be eligible for a fee refund of the difference between the fees for each qualification.

Your Rights and Responsibilities

We provide our training and assessment services in a spirit of co-operation and mutual respect. We each agree to take responsibility for our own actions and the impact of those actions on others.

When you enrol in a course at the Business Growth Centre (NSW) we agree to treat you fairly and

respectfully.

We will provide you with:

- a safe learning environment
- an environment free from discrimination, harassment, bullying and victimisation
- support to achieve your learning goals
- protection from others misusing the personal information you give us, keeping it confidential and storing it securely
- clear assessment instructions and guidance
- timely access to your results and records
- support and a fair hearing when you have a complaint

We expect you to:

- attend your training sessions free from the effects of alcohol or any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner), and refrain from bringing these items into our training venues
- use digital recording devices with proper consent, and refrain from uploading images to the internet without permission
- submit your assessments by the due date or seek an extension of the due date
- submit assessments that only contain your own work except where you acknowledge the source of your information
- submit documentation from your workplace in an assessment only if your employer gives you permission to do so
- refrain from smoking in our buildings or within 5 metres of our buildings
- take reasonable care of any property or resource at our training venues
- refrain from assaulting (physically or verbally) anyone on our premises
- comply with any instructions we give you relating to your safety or the safety of others on our premises
- report any hazards, unsafe or suspicious activities that you witness

We will take disciplinary action against you if you breach your responsibilities. If we take disciplinary action against you, we will notify you of the reason for the action. At each stage of the disciplinary process we will record our actions, your response and the outcome on your student file. We will provide you with the opportunity to follow our Complaints and Appeals procedures if you wish to express or lodge a complaint about any disciplinary action that we take.

Access and Equity

We aim to provide equal access to our programs for all students by:

- promoting programs that meet community need
- advising students of the options available to meet individual needs
- ensuring all groups have the opportunity to participate and achieve the same outcomes from training and education
- providing opportunities for groups that do not have access to learning because of financial constraints, within our financial capacity
- only considering relevant factors when we make decisions about a student's enrolment

Attendance

We have legal and regulatory requirements to accurately record your attendance at your training course. It is important that you arrive to training on time and promptly return from your breaks. You will need to sign on when you arrive and off as you leave.

If you are unable to attend your scheduled session for any reason, please contact our office to advise us.

Code of Conduct

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous.

We will:

- treat you fairly and with respect
- provide you with a safe learning environment that is free from discrimination and harassment
- store your records and personal information securely
- provide you with professional and timely services

We expect you to:

- treat our staff, visitors and your fellow students with respect
- pay your fees on time
- attend your scheduled classes
- take reasonable care of our equipment
- submit your assessments by the due date
- ask for assessment extensions before the due date for your assessment if you need them
- report any unsafe practices or items that you see to your trainer or a member of staff

Code of Ethics

We shall, at all times, act with integrity in our dealings with all businesses, program students and community members.

We adopt policies and practices to ensure the vocational education and training programs we offer are relevant and meet legislative and regulatory requirements.

We will:

- provide adequate training facilities
- employ qualified staff and support their continuing professional development
- use accurate advertising material
- implement a fair refund policy
- comply with current work health and safety requirements
- maintain secure recordkeeping that protects your privacy

We undertake to maintain quality training and to uphold the highest ethical standards.

We undertake to ensure that all employees, agents and representatives are familiar with and agree to comply with this Code of Ethics.

We shall refrain from associating with any enterprise that acts in breach of this Code of Ethics.

Consumer rights and obligations

We are a provider of Smart and Skilled Programs for the NSW Government. The NSW Government provides a Consumer Protection Strategy that explains your rights and our obligations as a provider. We summarise these below and you can download the Smart and Skilled Consumer Protection Strategy from our website for more information.

You have the right to:

- expect the training we deliver will be of a quality that meets or exceeds regulatory and contract requirements
- know why we collect your personal information and to review and correct that information
- have access to our complaints system

You have an obligation to provide us with accurate information and behave responsibly and ethically.

Discrimination, harassment and bullying

We aim to provide a workplace that is free from all forms of harassment or discrimination, including victimisation and bullying. We will not tolerate any behaviour that interferes with an individual's work performance or creates an intimidating, hostile, or offensive learning and assessment environment.

You are harassing someone if you make comments or take action that results in that person feeling intimidated, offended, humiliated or embarrassed. You are racially harassing someone if you threaten, abuse, insult or taunt a person in relation to their race, descent, nationality, colour, language, ethnic background or a racial characteristic. You are sexually harassing someone if you make any verbal or physical sexual contact with that person that they did not invite.

You discriminate against a person if you treat them unfairly or unequally simply because they belong to a group or category of people.

You are bullying someone if you persistently intimidate, humiliate or undermine a person or group. Bullying behaviours include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, or isolating or ignoring a person.

You are victimising someone if you treat them unfavourably as a result of their involvement in an equal opportunity complaint.

If you witness or experience any of these behaviours, please report them to your trainer or our administration staff. We will promptly, fairly and thoroughly investigate all complaints, respecting your privacy throughout the resolution process.

Breaching the bullying and harassment policy is serious misconduct which may result in disciplinary action, including terminating your enrolment.

Health and Safety

We commit to providing you with a safe and healthy learning environment. We take reasonable measures to protect your health and safety and we expect you to take care of your own safety and that of others. We ask that you:

- participate in your safety induction at orientation, where your trainer will explain our safety and evacuation procedures
- take note of the evacuation plan in your training room and identify your nearest exit and assembly point
- take seriously any call to evacuate, including any safety drills
- report anything that you think is unsafe to your trainer or our office staff
- report any accidents, unsafe practices and near misses to your trainer or our office staff

If you require first aid treatment, please seek assistance from your trainer. First aid kits are available in our training venues.

Please stay at home when you are unwell, especially if you have a viral infection that may spread to others. Please phone us to advise that you will be absent from class.

We maintain a smoke free environment at our training venues. You may only smoke if you are at least ten metres (10m) away from our buildings.

You must not possess, use, sell or distribute illicit drugs while on our premises or training venues. You may only bring and use over the counter medications or your prescription medications and you must only take the recommended dosage. You must not bring alcohol onto our premises, nor attend your class under adverse effects of alcohol or any other substance.

Our obligations

We have an obligation to:

- provide the training and support you need to achieve your study program
- provide a quality training and assessment experience for all our students

- provide clear and accessible feedback and a consumer protection system
- protect your personal information

Privacy

We collect personal information from you for the purpose of administering your training program and documenting your training outcomes.

We disclose the information that you supply, including your personal details and identification, to the National Centre for Vocational Education Research (NCVER). NCVER uses this information for audit, verification, research, statistical analysis, program evaluation, post-completion surveys and internal management purposes.

If you are participating in a course with a Smart and Skilled subsidy or fee exemption we may also disclose your personal information to the Department of Industry, Skills and Regional Development or to other Australian government agencies. Please refer to your copy of your Consent Form or contact our office for further information.

We do not disclose your information to any other party without your prior consent, unless we must do so under an Australian law.

We hold your information securely, accessible only to persons with appropriate authority. We dispose of your information securely when we no longer need it.

Learning Support

We want to help you succeed in your studies! We design our support strategies to provide you with the optimum opportunity to complete your study. You can ask for help at any time before or during your study program and we will take reasonable steps to assist you.

Understanding your learning needs

To help us understand your learning support needs, we may ask you to fill in a questionnaire or application form as part of your enrolment process, and we may also ask you to undertake one or more short reading, writing and/or mathematical tasks. These tasks help us to understand your capability in relation to the course that you want to study. If your skill levels are lower than those that the training and assessment demands, we may adjust the materials to help you, provide additional tutorial support or refer you for specialist assistance.

Learning support tailored to suit your needs

Some examples of support we can provide to you include:

- providing written materials in a larger font size
- allowing for a scribe or reader to assist you with written tasks
- adjusting time frames for assessment
- using software such as voice-to-text or text-to-voice transcribers

- using wheelchair accessible premises
- holding group tutorial sessions
- holding one-to-one sessions to assist with specific learning needs or to access support with assessment activities
- email and/or telephone support through the trainer/assessor outside structured classroom hours
- mentoring sessions with our personnel who hold relevant competencies and/or experience in your study area
- other reasonable options that you put forward that are within our resources and capabilities

When you need specialist assistance

We are a small training provider, so there will naturally be some help you need that we cannot provide for you. When this happens, we will help you to find the right support through another service provider, such as a specialist training organisation or an organisation that supports a personal or health issue you may be experiencing.

How to access learning support

Most students need at least a little help from time to time, so please be confident to approach us for assistance. We guarantee to protect your confidentiality and privacy. You can approach your trainer, our Training Administration Officer, or our Centre Manager for a confidential discussion. You can also email us or phone us on 4942 3133. We are here to help.

Assessment

Assessment is in accordance with the national assessment principles, standards and guidelines of the VET Quality Framework. Our assessment processes are valid, reliable, flexible and fair.

All assessment must meet the assessment criteria of the Training Package on which we base your study program at the appropriate Australian Qualifications Framework (AQF) level, to reflect current industry practice.

We keep your assessments to monitor the reliability of our assessment practices and the decisions our assessors make about your competency.

Assessments

Competencies are the measurable or observable knowledge, skills, abilities, and behaviours critical to successful job performance. Assessment is the process we use to confirm that you have the competencies you need to carry out a task, or a number of tasks, correctly. When we carry out assessment we are asking you to demonstrate that you have those competencies. We use assessment tasks to gather evidence of your ability. Assessment tasks and strategies cover a wide range of methods and may include:

- observing you perform work activities at your workplace or in a simulated workplace environment;
- exercises/role-plays, projects, assignments, presentations, and activity sheets;

- written or verbal questions, interviews or self-assessment activities;
- portfolios with work samples, products, historical evidence, a journal or log book or information about your life experience;
- third party reports such as testimonials from your supervisor, evidence of workplace training, prior achievements and interviews with your employer, supervisor or peers

Your assessor will give you reasonable notice of your assessment tasks, and will provide you with instructions including due dates for completion.

If you are unable to complete an assessment by the due because of circumstances beyond your control, you must contact your trainer and discuss your options for completing the assessment at another time.

Assessment Submission

Each assessment task will include specific instruction for how and when you must submit your assessments.

We have regulatory and contractual requirements to keep a copy of your assessment tasks for up to three years. Please ensure that you keep a copy of your tasks before you submit them for marking.

Assessment Feedback

You will receive feedback on your assessment tasks. If you are unable to demonstrate your ability you will have a second opportunity to complete the task. We may also offer you opportunities for remedial study, additional coursework, mentoring or coaching on a case-by-case basis.

Assessment Grades

All assessments tasks will receive a grade of either satisfactory [S] or not satisfactory [NS]. It is only when you complete all your assessment tasks for a unit of competency that we can determine if you have developed he knowledge and skills for the whole unit. Your final grade for each unit of competency will be competent [C] or not yet competent [NYC].

If you are not able to demonstrate the knowledge and skills to meet the unit requirements after the allowable number of assessment attempts your final result will show NYC. Your trainer will provide you with feedback and guidance for future options. We may require you to re-enrol in the unit if you have already made two attempts at the assessment tasks.

Appealing our assessment decisions

You have the right to appeal any assessment decision if you believe that the assessment or the assessment process is not valid, or is inappropriate or unfair. Before making an appeal, we ask that you discuss the matter with us.

You may request that another assessor carries out a reassessment of your work. If you are not satisfied with the results, you may lodge a formal Assessment Appeal Form (available from the Training Administration Officer) within 7 days of receiving your reassessment results. We will appoint a third party to assess your appeal. If you are not satisfied with the results of the reassessment you are able to lodge a complaint using our complaints process [please see Complaints and Appeals section of your handbook].

You have the right to ask a support person attend any meetings with you.

Referencing and Plagiarism

Plagiarism is serious misconduct. It is important that the work you submit for your assessments is your own work, and not that of others. Plagiarism includes:

- taking an idea from any source without properly acknowledging the owner or writer;
- using someone else's argument, even if you don't use their exact words;
- using a quote without referencing it correctly;
- changing another author's sentences in order to present them as your own; or
- copying another student's work.

You can avoid plagiarism by correctly referencing the source of the work that you refer to in your own assignments. Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes and include those in a reference list at the end of any written assessment tasks.

Course Completion

Course Completion Guarantee

We understand that when you enrol in a study program it is reasonable for you expect to complete that program and gain your qualification. We will make every reasonable effort to ensure that when you enrol in a course with us you are able to complete your study program.

If we are unable to continue delivering your course unexpectedly, we guarantee to:

- refund your fees for any units of study yet to commence;
- issue Statements of Attainment for any unit completions; and
- assist you to locate an equivalent course with another Registered Training Organisation.

Record of Results and Testamurs [Award]

Depending on your study program and your results, you will receive the following documents at the completion of your studies:

- Diploma and Record of Results
- Certificate and Record of Results
- Statement of Attainment with Record of Results [for multiple units of competency]

- Statement of Attainment [for a single unit of competency]

Our service standard for issuing your course completion documents is 28 days from the time the Centre finalises your completion.

Replacement Course Completion Documents

If you lose or damage any of your course completion documents you may apply for a replacement copy. There is a fee of $60 including GST for this service.

Feedback, Complaints and Appeals

Student Feedback

As part of our overall approach to monitoring the quality of our training and assessment and other services, we may ask you to complete a survey at the completion of an assessment, a single unit or module, a group of units, or a complete qualification. You will also have the opportunity to provide feedback through a Quality Indicator Survey that we are required to administer as part of our quality regulation.

Your feedback helps us to identify opportunities for improvement. When this occurs, we develop and implement actions to help improve students' future study experiences.

If you are not sure of the best way to provide feedback or raise a concern, your trainer or one of our staff members can assist you to provide your feedback.

Complaints

We understand that from time to time you may experience situations that you are unhappy about. We encourage you to speak with us about your experience so that together we may resolve any problems.

You have a right to make a complaint about the conduct of our staff, our trainers and assessors, anyone who delivers services on our behalf and other students in our training programs. Your complaint may be about anything done, or not done, that you consider is inappropriate, unfair or unjust.

You also have the right to appeal any decisions we make about your assessment process and decision, your program or the services we provide to you.

When we manage a complaint or appeal, we make sure the process is accessible, confidential, fair, responsive, supportive and transparent.

We encourage you to approach the complaint or appeal openly and honestly to resolve problems through fair and reasonable means. We will not disrupt your progress through a study program while investigating a complaint or managing an appeal unless the nature of the issue itself means further progress is not possible.

Consumer Protection Officer

The Centre provides a Consumer Protection Officer who has the responsibility and authority to investigate and manage complaints and appeals. The Centre Manager is our Consumer Protection Officer. You can contact the Centre Manager in person at the Centre, by email [brett@mybgc.org.au] or by phoning the Centre on 4942 3133.

Steps for resolving a complaint:

1. Once we receive your complaint, a staff member will endeavour to identify and resolve the complaint immediately to avoid further disruption. Staff must refer complaints that are complex, require additional support or allege unlawful behaviour such as discrimination or harassment to the Consumer Protection Officer [the Centre Manager].

   Following a resolution at this level, staff must document the details of the complaint in the Complaints and Appeals Register.

   If the resolution attempt is not successful, staff must escalate the issue to a formal complaint.

2. We will ask you to provide details of the complaint in writing to escalate a complaint.

   You may nominate a third party to support you in the complaints resolution process, such as a family member or friend, counsellor, professional representative or support person.

   The Consumer Protection Officer will investigate all formal complaints to identify a satisfactory resolution. If the Consumer Protection Officer is the subject of the complaint, the Chairperson of the Centre's Board of Directors will investigate the complaint

   We will acknowledge all formal complaints in writing.

   We aim to resolve your complaint within sixty (60) calendar days of receiving the complaint. If it is not possible to process and finalise the complaint within this timeframe, we will write to you to explain the reason for the delay. We will provide you with regular updates on the progress of your complaint.

   We will discuss any resolution to your complaint that we propose with you, and we will seek your agreement on the proposal.

   Following a resolution at this level, the Consumer Protection Officer (or Chairperson) will:

   - provide you with written confirmation of the resolution; and
   - record the action(s) we took to resolve the complaint in the Complaints and Appeals Register; and
   - communicate the outcome of the complaint resolution to relevant stakeholders, where appropriate.

   If the resolution attempt is not successful, you may:

   - accept the Centre's decision on the matter; or
   - appeal the decision by writing to the Board of Directors.

3. An appeal to the Board of Directors of a Centre decision is the final internal process for managing a complaint.

   Following a resolution at this level, the Chairperson or his/her delegate will:

   - provide you with written confirmation of the resolution; and
   - record the action(s) the Board took to resolve the complaint in the Complaints and Appeals Register; and
   - communicate the outcome of the complaint resolution to relevant stakeholders, where appropriate.

   If the resolution attempt is not successful, you may:

   - accept the Board's decision on the matter, or

- request an independent external review of the decision, or
- lodge a complaint with an external party.

External Parties

For complaints about discrimination Anti-Discrimination Board Level 17, 201 Elizabeth St Sydney NSW 2000 02 9268 5544 1800 670 812 complaintsadb@agd.nsw.gov.au	**For consumer protection matters** Office of Fair Trading Level 21, 227 Elizabeth St Sydney NSW 2000 13 32 20 or Australian Competition and Consumer Commission Infocentre 1300 302 502	**For complaints about the quality of training and/or assessment** Australian Skills Quality Authority GPO Box 9928 Melbourne VIC 3001 1300 701 801
For complaints about Smart & Skilled programs State Training Services 1300 772 104 enquiries@smartandskilled.nsw.gov.au		**For complaints about your privacy** Office of the Australian Information Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 enquiries@oaic.gov.au

Contact Us

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