

## SMART AND SKILLED CUSTOMER PROTECTION POLICY

BRCC has a Customer Protection Policy in place as contractually required under Smart and Skilled. This includes the current Complaints and Grievances Policy and the following procedures:

### PROCEDURE:

- Every attempt will be made to resolve any student complaints using the BRCC Complaints and Grievance Policy.
- Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement. On notification of a complaint or grievance procedures will be followed as per the Complaint and Grievance Policy.
- The Senior Administrator will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines.
- The contact details of the Customer Protection Officer are as follows: lance@byroncollege.org.au
- If a student feels matters are unresolved to their satisfaction and wish to inform a third party, they should contact the NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at: <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

## SMART AND SKILLED CODE OF PRACTICE

BRCC has adopted the following Code of Practice for all students/trainees enrolled under the Smart and Skilled Program

### STUDENT RIGHTS AND OBLIGATIONS

- High quality education and training
- Be informed about personal information that is collected about them
- Review and correct that information
- Access the provider's consumer protection complaints system.

ALL CONSUMERS HAVE OBLIGATIONS, INCLUDING BUT NOT LIMITED, TO:

- Provide accurate information to the provider
- Behave in a responsible and ethical manner.

### PROVIDER OBLIGATIONS

ALL PROVIDERS HAVE OBLIGATIONS, INCLUDING BUT NOT LIMITED TO:

- Provide the training and support necessary to allow the consumer to achieve competency
- Provide a quality training and assessment experience for all consumers
- Provide clear and accessible feedback to the consumer
- Provide a consumer protection system including an identified consumer protection officer
- Maintain procedures for protecting consumers' personal information.