



Smart & Skilled Consumer Protection Policy and Procedures



Purpose and Scope

This procedure ensures that consumer feedback and complaints handling systems are established, implemented and readily accessible to Management Consultancy International consumers.

References

Standards for Registered Training Organisations 2015, Standard 5 and Standard 6
Smart and Skilled Contract Terms and Conditions 2015, clause 7 (n)
Smart and Skilled Consumer Protection Strategy

Definitions

Consumer – a learner, enterprise or organisation that uses or purchases the services provided by Management Consultancy International Pty Ltd.

Responsibilities

The responsibility for implementing the requirements of this procedure rests with Corporate Learning Manager and Operations Manager – Corporate.

Procedure

1.1 Consumer feedback

Management Consultancy International (MCI) is committed to ensuring the quality of its training and assessment services and learner experience for all its customers. MCI has a systematic approach to collecting, analysing and actioning feedback from our consumers.

The process of providing feedback on services provided by MCI is described in MCI's *Client Satisfaction & Feedback Evaluation Policy*. This policy is available on MCI's website <http://mci.edu.au>

Consumers may also provide feedback through the on-line form on the Smart and Skilled website <https://smartandskilled.nsw.gov.au>, over the phone with the Customer Support Centre 1300 772 104; or in person with STS Regional Offices. Addresses of STS Regional Offices are available on the Smart and Skilled website.

1.2 Complaints handling process

Management Consultancy International has a process of lodging a grievance or complaints about services or products provided by MCI.

The process of handling complaints and appeals about services provided by MCI is described in MCI's *Complaints and Appeals Procedure*. The Complaints and Appeals Procedure provides with details of MCI processes and pathways for resolving and escalating complaints. This procedure is available on MCI's website <http://mci.edu.au>

Consumers must first make their complaint to Management Consultancy International.

Consumers have a right to make a complaint to State Training Services through an on-line form on the Smart and Skilled website <https://smartandskilled.nsw.gov.au>, over the phone with the Customer Support Centre 1300 772 104; or in person with STS Regional Offices. Addresses of STS Regional Offices are available on the Smart and Skilled website.

Where State Training Services receives a complaint, the consumer will be asked whether they have raised their concerns with their training provider (Management Consultancy International) and whether the provider has responded.

1.3 *Protecting personal information*

MCI only collects personal information by fair and lawful means which is necessary for the functions of MCI and is committed to ensuring the confidentiality and security of information provided. Process of collecting, using, disclosing and protecting personal information by MCI is described in MCI's *Privacy and Personal Information Policy and Procedure*. This document is available on MCI's website.

1.4 *Dedicated consumer protection officer*

MCI has a dedicated consumer protection officer to assist MCI's consumers with providing feedback on MCI services or lodging a complaint about MCI services.

MCI's Consumer Protection Officer can be contacted via email feedback@mci.edu.au over the phone 1300 768 550 or in person at the Management Consultancy International office Level 4, 301 George Street, Sydney.

1.5 *Dissemination of consumer protection information*

MCI's consumer protection information, including MCI's *Client Satisfaction & Feedback Evaluation Policy*, *Complaints and Appeals Procedure* and *Privacy and Personal Information Policy and Procedure*, is available on MCI's website and is also provided to learners prior to or on enrolment, either as electronic documents or hard copies of the documents.

Learners are required to confirm receipt of consumer protection information by signing a declaration on the MCI enrolment form.

Records

The following records shall be generated and managed:

- Declaration from each learner to confirm receipt of consumer protection information (see: MCI enrolment form declarations).

Flowchart

Document revision history and version control

Version	Summary of changes	Author	Approved by	Effective date
V1.1	Rebranding	Chief Accountant	QMT	12/02/2015