

# Customer Protection Policy

The Management Edge is aware of its obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987, the NVR Standards for RTO's 2015 and the Smart and Skilled Consumer Protection Policy. To ensure our customers are fully protected and are aware of their rights and of avenues of complaint we have developed a Customer Protection Strategy as listed below.

The Management Edge is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law (ACL) applies to all education and training services, including:

- advertising, marketing and promotion
- soliciting and taking enrolments
- training delivery
- student assessment
- handling of complaints by training providers
- requests to cancel a student's enrolment.

The ACL also applies when these services are provided by third parties on our behalf.

The Management Edge has a Consumer Protection Policy and Strategy.

For Smart and Skilled students the following procedures are additional to the points included in our Customer Protection Strategy:

- We will not offer inducements of any kind, either directly or through marketing agents, to encourage student enrolment.
- The complaint officer will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure compliance with Consumer Protection legislative and Funding Body contractual compliance.
- The contact details of the Customer Protection Officer will be made available to all clients on the website and in pre-enrolment information.
- Details of, or links to, the Smart and Skilled website and 1300 772 104 contact number will be made available on all public information including the website, brochures/information downloaded from the website or printed, enrolment forms and student induction material.
- A link to the Smart and Skilled Consumer Protection Strategy will be included in Student Information available on our website.
- Every attempt will be made to resolve any student complaints using the Complaints and Appeals Policy.
- If after following the Complaints and Appeals Process, a student feels matters are unresolved to their satisfaction and wish to inform a third party, they will be provided with contact details for NSW Department of Education and Communities Consumer Protection Unit for Students.
- We will not offer inducements of any kind, either directly or through marketing agents, to encourage student enrolment.
- Students will sign to confirm they have received Consumer Protection Information. This will be included in the Declaration made by students when completing the Proof of Eligibility Checklist on enrolment.

Contact details for the Customer Protection Officer as follows:

Lyndell Clarke

Email: [nswadmin@tme.edu.au](mailto:nswadmin@tme.edu.au)

Contact Number: (02) 4722 5927

If you wish to find out more information about Customer Protection you can go to <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

Or if you have a complaint or enquiry about any service to do with Smart and Skilled you can email: [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au)

Or telephone: 1300 772 104