

National Code of Good Practice

The Department of Employment and Training observes the *National Code of Good Practice for Responding to Complaints about Vocational Education and Training Quality*. This national code details service standards and complaints handling principles for state and territory training authorities and the Australian Government.

Copies of the national code can be downloaded from the Department of Education, Science and Training website at www.dest.gov.au/train/ncc.pdf

Further information about vocational education and training:

- All training providers in Queensland must comply with the *Vocational Education, Training and Employment Act 2000*. Chapter 2, Sections 18 to 45 in particular relate to training organisations. To access this legislation visit www.legislation.qld.gov.au/LEGISLTN/CURRENT/V/VocEdTrEmA00.pdf
- The Department of Employment and Training monitors registered training organisations and administers the *Vocational Education, Training and Employment Act 2000*. Refer to the department's website for more information about this process at www.trainandemploy.qld.gov.au
- The national standards for registered training organisations are the *Australian Quality Training Framework Standards for Registered Training Organisations*. Training providers are registered and audited against these standards as part of the monitoring system.

Vocational Education and Training



Contact details:

Complaints Unit

Department of Employment and Training

LMB 527

BRISBANE QLD 4001

Tel: 1800 600 039

Email: TO.complaints@det.qld.gov.au

Do you have a complaint
about the quality of
your training?

Queensland the Smart State



Queensland the Smart State



Making a complaint about a training provider

All registered training organisations are required to have a complaints resolution policy in place and should be willing to resolve differences with their clients.

If you are not satisfied with the outcome of an assessment, the handling of an application or with any other matter involving a training provider, you may contact the Department of Employment and Training for assistance.

To find out if a training organisation is registered to deliver and issue qualifications, visit the National Training Information Service at www.ntis.gov.au/orgpage1.htm

What should I do if I want to make a complaint?

- ask to see the registered training organisation's complaints policy
- ask for a meeting with someone in the organisation to discuss your concerns
- keep records of any discussions you have and the advice you are given
- make your complaint verbally, in writing or by email to the relevant person
- ask the organisation to respond in writing, fully detailing its decision regarding your complaint.

What can I do if this process doesn't work?

If you are not satisfied with the response of your registered training organisation or if you feel uncomfortable raising your complaint directly with the training provider you can contact the Department of Employment and Training's Complaints Unit on 1800 600 039 for assistance.

How will complaints be addressed?

The Department of Employment and Training will discuss your complaint with you. If it is a matter that the department can help with, an investigation will be conducted.

- Written complaints should be sent to the address on the back of this brochure. They will also be accepted by email at TO.complaints@det.qld.gov.au
- When you send a letter or email, an officer will contact you to acknowledge its receipt and to discuss your concerns. You will be asked what result you are looking for. This contact may be by telephone or in writing.
- The time involved in investigating complaints varies depending on a range of factors. You will be kept informed of progress and if appropriate, the outcomes of the department's investigations.
- Apprentices and trainees who wish to discuss issues related to their employment or training should contact their local department office or the Customer Contact Centre on 1300 369 935.

The role of the Training Ombudsman

The Training Ombudsman is independent of the department and provides an additional avenue for complaint, investigation and review for apprentices and trainees. For more information, contact the Office of the Training Ombudsman on 1300 306 699.

The role of the Small Claims Tribunal

The department is unable to pursue the refund of fees. Issues relating to refunds from private training providers should be referred to the Small Claims Tribunal on (07) 3247 4578, or if you live outside Brisbane, you should contact your nearest Magistrates Court. People seeking a refund from a public institution such as a school, TAFE institute or university should seek legal advice.

The Department of Employment and Training's Complaints Unit will ensure:

- clients receive a quality service which is equitable, efficient and courteous
- matters of a sensitive nature are handled discreetly
- confidentiality is maintained when this is specifically requested
- all records are stored securely.

For complaints about non-registered training organisations, the department can help with matters about the marketing of training or where false certificates may have been issued.

Customer service standards

- 1. We will provide an accessible and prompt service** to your complaint within five working days and commence investigating it within ten working days of its receipt. We will advise the complainant of the outcome of the investigation where it directly affects the complainant.
- 2. We will communicate effectively** by providing advice on all services offered, including referral to other agencies when necessary, and by maintaining accurate records of all communication relating to complaints.
- 3. We will respect your confidentiality.** We prefer that you provide your name and contact details to us when lodging a complaint but if you don't give your permission, your identity will not be revealed except when required by legislation. In special cases where a complaint to the department is of a sensitive nature but you wish to remain anonymous, your complaint will still be recorded. The decision of the department to take further action will depend on the seriousness of the complaint.