



Leadership Management Australia Consumer Protection Policy - NSW

Leadership Management Australia/Think Perform is committed ensuring consumers of our training services are protected in accordance with the requirements of:

- Australian Consumer Law
- The NSW Smart and Skilled Consumer Protection Strategy
- The NSW Smart and Skilled Contract Terms and Conditions
- The Standards for Registered Training Organisations 2015.

Participant Information

To ensure Participants are well placed to make an informed decision about the suitability of their prospective course, LMA will provide Participants with clear and accurate information about course requirements, duration and outcomes, as well as information about support and other services that will be available.

Fees and Charges

LMA will provide transparent information to Participants and their employers regarding fees and charges, including payment terms and the circumstances in which a refund may be applicable. LMA does not accept payment of any course fees directly from Participants and therefore is not required to hold Fee Protection for prepaid fees. All course fees must be paid by the Participant's employer.

Should LMA cease operations, or be otherwise unable to complete delivery of a commenced program, Participants will be issued with a Statement of Attainment for units completed and referred to an alternative training organisation. A pro-rata refund will be provided for any training and assessment not yet delivered.

Complaints and Appeals

LMA values feedback from Participants, staff and employers as an opportunity for continuous improvement. Any person, who is dissatisfied with the services delivered by LMA, our staff, or third parties on our behalf, is encouraged to raise the issue at the earliest opportunity to have it addressed promptly. Complaints or concerns may also be raised about the behaviour of fellow Participants undertaking our programs.

The LMA Code of Practice outlines the full details of the Complaint Procedure, including timeframes for resolution, and avenues for appeal if a person is dissatisfied with the outcome after the Formal Complaint Procedure has been finalised.

Dissatisfaction with an assessment outcome should be raised with the Facilitator/Assessor in the first instance. If the issue not resolved at this level, the participant should refer to the Assessment Policy which deals specifically with appeals in relation to assessment outcomes.

LMA Consumer Protection Contact

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Smart and Skilled Consumer Protection

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