

Small Business Service Charter

The ACT Department of Education and Training:

- delivers high quality education services through government schools from preschool to senior colleges
- registers non-government schools and home education
- administers vocational educational and training in the ACT, including apprenticeships and traineeships
- registers training organisations and accredits courses in vocational education and training and non-university higher education sectors in the ACT
- purchases various goods and services.

Most of our dealings with small businesses are in the areas of:

- Advice
- Purchasing
- Quality assurance
- Funding

You can find an overview of the organisation of the department at: www.det.act.gov.au/department/orgchart.htm.

Advice

We are here to advise you if you are interested in becoming a Registered Training Organisation, a non-government school, hosting a work experience student, or employing a New Apprentice or trainee. Call our general enquiry number (6207 5111) and you will be directed to the right place.

If you would like to know how to employ an apprentice or trainee, go to: www.det.act.gov.au/services/employers.htm

Purchasing

If you have goods or services that you would like to offer the department, we encourage you firstly to register on the ACT Government's Buyers and Sellers Information Service (basis): <http://www.basis.act.gov.au/>

When the department wishes to buy goods or services, we must do so through ACT Government approved procurement processes. We advertise Requests for Tender in the press.

Certain capital works estimated to cost less than \$5,000 are normally undertaken by schools independently of the department.

For enquiries about doing business with the department in the delivery of goods and services, contact the APU Manager on 6205 9315.

Quality assurance

If you are a provider of education services, or wish to become one, you should contact us and ask for information to be sent to you about what is required.

If you are a small business (including a not for profit business) that operates in the ACT, this Charter is for you.

Here you will find information to help you do business with us, find out what you can expect from us, and find out what to do if you feel our standards have not been met.



If you are an ACT Registered Training Organisation, Group Training Organisation or non-self-accrediting higher education provider, you can find out about the ACT's registration and quality assurance processes at: www.det.act.gov.au/TrainingARC.htm

Funding

If you have been successful in applying for funding to deliver educational services, we will enter into a contract with you for the delivery of those services.

If you are a Registered Training Organisation, you can apply to be on a panel of preferred providers for the following two sources of vocational education and training funds:

- User Choice: <http://www.det.act.gov.au/services/TrainingUserChoice.htm>
- Strategic Priorities Program: <http://www.det.act.gov.au/publicat/spp/2005/index.htm>

When you do business with the department, we will:

- be courteous and ethical
- express ourselves clearly in plain English
- keep you informed about your enquiry if we cannot deal with it in less than 10 days
- not disclose any information you provide without your approval or unless we are required to do so by law
- carry out purchasing activities in accordance with ACT Government Procurement Guidelines
- pay accounts within 30 days of receiving your invoice if the information is complete and accurate.

Providing feedback to the department

The department welcomes all feedback. We are committed to addressing issues of concern and will work to facilitate necessary improvements. Complaints will be handled courteously, quickly and cooperatively. We aim to resolve complaints as soon as possible.

If you wish to make a complaint:

First, talk to a relevant member of staff about your problem.

If you are not satisfied with the outcome, contact that staff-member's supervisor or manager.

Complaints that cannot be resolved informally can be recorded using the **Complaint Lodgement Form** at: <http://www.det.act.gov.au/policies/pdf/ComplaintLodgementForm.pdf>.

Or you can give feedback without having to provide any personal information by going to: <http://www.contact.act.gov.au/feedbackform1.asp>.

If resolution cannot be reached, the matter should be referred to the next senior level, for example, a Director.

A written complaint will be acknowledged within 20 working days and we will indicate a proposed timeframe for dealing with the issue.

If you remain dissatisfied with the outcome, you have the Right of Appeal to the appropriate Director. The Director will review the processes and determine an outcome. All of the department's directors, and the organisational chart are at: <http://www.det.act.gov.au/aboutus/corpexec.htm>.

In certain reviewable decisions, you will be advised of your right to appeal to the Administrative Appeals Tribunal.

In other cases, an appeal may be made to the Minister for Education and Training.

To contact the department

For general enquires and correspondence, you can contact us as follows:

ACT Department of Education and Training
Manning Clark House
186 Reed Street
Greenway ACT 2900

PO Box 1584
Tuggeranong ACT 2901

Telephone: (02) 6207 5111

Website: <http://www.det.act.gov.au>

Complaints procedures are dealt with more fully on our website: <http://www.det.act.gov.au/policies/policies.htm>. Further assistance may also be available through:

- The ACT Human Rights Office (<http://www.hro.act.gov.au/index.htm>)
- The ACT Ombudsman (<http://act.ombudsman.gov.au/>)

If your complaint is related to New Apprenticeships, Registered Training Organisations or some other aspect of vocational education and training provision, please refer to the following website for what to do: <http://www.det.act.gov.au/services/TrainingEnquiriesComplaints.htm>

The Office of Small Business Commissioner

The ACT Government has established the Office of the Small Business Commissioner as an independent body to provide a voice for small business. Where a small business makes a complaint to the Department of Education and Training and considers that the complaint has not been dealt with in a satisfactory manner, contact may be made with the Commissioner's office. The Commissioner can make enquiries on behalf of the complainant and seek to resolve the issue.

Contact details for the Commissioner are:

Dr Michael Schaper
ACT Small Business Commissioner
Level 5, 220 Northbourne Avenue, Braddon 2612
PO Box 243 Civic Square ACT 2608
Phone: (02) 6207 2028
Fax: (02) 6205 0613
Email: sbc@act.gov.au
Web: www.sbc.act.gov.au

Reviewing the Charter

We will review this document in 2007. We welcome your feedback at one of the addresses below.



January 2006