

Process for handling Training Package enquiries and feedback

1. Lodge your feedback

To lodge an enquiry about or provide feedback on Training Package content, contact IBSA and provide the following information where relevant:

- Your organisation
- Your first name and surname
- Your contact details (email and phone)
- Your state or territory
- Qualification code and title
- Unit code and title
- Training product component
- Issue
- Any other information you would like to provide

2. Your enquiry or feedback will be registered and reviewed by IBSA

Your enquiry or feedback will be registered on the Issues Register and:

- IBSA will review your enquiry or feedback
- IBSA will seek input from industry specialists as required
- Any required action will be identified by IBSA
- IBSA will contact you to communicate any response or action to be taken
- The response or action will be logged in the Issues Register

3. If you are not satisfied with the outcome

If you are not satisfied with the outcome of your enquiry or feedback, you may:

- Contact IBSA directly for clarification (Refer to the IBSA website for full contact details)