

# Dealing with the Tribunal

## Legislative Compliance for Workshops

Attending this seminar will provide participants with knowledge to prevent situations from escalating to the CTTT.

**While you and your business may be fortunate enough never to have been to the CTTT the content of this course is valuable to ensure that remains the case in the future.**

**Most businesses may only have one or two matters listed against them. By knowing how the system works and what can and cannot be done this will assist people involved in the management of an automotive business to manage disputes and prevent them occurring in the first place.**

### Main topics to be covered:

- What is the Tribunal?
- What powers does the Tribunal have IE what matters can be determined by the CTTT
- The process of the Tribunal
- What to expect at a hearing
- Case studies
- Wording and phrasing of invoices, letter and other workplace documentation
- What is a dispute?
- What to do if someone seeks an order against your business
- How to prepare for a hearing
- How to best prepare to prevent a customer taking you to the tribunal in the first place
- Where to obtain information

**Who should attend:** Workshop Managers, people who prepare invoices, workshop controllers & business owners

**Specific legislation this seminar will cover:** Consumer Claims Act, Consumer Trader and Tenancy Act, Fair Trading Act, Sale of Goods Act

See full course schedule for dates at <http://training.mtansw.com.au> or phone (02) 9213 4222

**Cost:** Members \$185.00 (GST Inclusive) (non members please add 30%)

**To register for this course please fill in your details and Fax to: (02) 9212 6889**

Please post cheques, after faxing, to Locked Bag 5012, Darlinghurst, 2010. Confirmations will be sent 1 week prior to course commencing via fax. **Any enquiries please contact MTA's Training Department on Ph: (02) 9213 4222**

This document becomes a tax invoice for GST when you make payment. ABN: 63000008088

Seminar Name: _____	Session Date: _____
Member Number: _____	Company Name: _____
Postal Address: _____	Phone Number: _____
	Fax Number _____
Email Address _____	Mobile Number _____
Attendee Name (s): _____	
Payment: <input type="checkbox"/> Credit Card	Card/Account Number: _____ MasterCard/Visa/Amex
<input type="checkbox"/> Cheque	Cardholder's Name: _____ Expiry Date: _____
<input type="checkbox"/> EFT: ANZ Darlinghurst, BSB No. 012-140, A/C No. 833370639 (Please fax through remittance after transfer)	Cheque No: _____
<input type="checkbox"/> Capricorn Account	Account No: _____
Amount: \$ _____	Voucher No: _____

Please send me an SMS reminder message 24hrs prior to course

Whilst there is every intention to run the program as advertised, MTA NSW reserves the right to change the program and/or presenters. MTA NSW also reserves the right to cancel this event due to insufficient numbers. If this occurs, refunds will be made in full.

**If you wish to cancel your registration and you notify us 5 or more working days before the event, we will refund 100% of your fee. For cancellations notified less than 5 working days before the event, no refund will be made. All registrations are transferable at any time to another person within your organisation (at no charge).**