Complaints and Appeals Policy

Australis College
RTO Number 31518

VISION
To be Australia’s most trusted RTO.

MISSION
To provide exceptional industry-relevant training that creates real employment outcomes for our students.

VALUES
Student-focused | Innovation | Courage | Quality | Learning | Accountability | Health & Wellbeing

APPROVAL AND AUTHORISATION
Completion of the following signature blocks signifies whom is responsible for the creation, implementation, review and approval of this Policy.

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<tr>
<th>Name</th>
<th>Job title</th>
<th>Date</th>
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<tr>
<td>Prepared by</td>
<td>Vicki O’Callaghan</td>
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SUMMARY OF REVISIONS

Australis College is committed to maintaining systematic control over its documentation. This includes the accurate recording of amendments and versions of documents through the Version Control Register SmartSheet (https://app.smartsheet.com/b/home).

A copy of this register is downloaded regularly and can be accessed via Z:\POLICIES & PROCEDURES\VERSION CONTROL REGISTER_SMARTSHEET DOWNLOAD.

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<tr>
<td>07/10/2014</td>
<td>Sharleen Ejlertsen</td>
<td>Quality Officer</td>
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PURPOSE

Australis College is committed to providing a fulfilling learning experience that enables students to not only achieve their education potential, but to provide additional services that will enable the students to become job ready.

Australis College provides the student with appropriate mechanisms for communicating complaints and appeals and having these addressed appropriately.

Complaints arise when a student is dissatisfied with any aspect of Australis College, and requires action to be taken to resolve the matter.

Appeals arise when a student is not satisfied with a decision or outcome by Australis College. Appeals can relate to assessment decisions, but they may also relate to other decisions made by Australis College.

SCOPE

This policy applies to all current and previously enrolled students of Australis College.

All complaints and appeals are treated with confidentiality and in a professional manner. Australis College ensures all complaints are dealt with in a fair, equitable, responsive and accountable manner.

All informal complaints will be reviewed and a decision provided within five (5) business days of receiving the complaint.

All formal complaints and appeals will be reviewed and a decision communicated in writing within fifteen (15) business days of receiving the written complaint or appeal. The Quality Team keeps a Complaints and Appeals Register which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of continuous improvement processes.

LEGISLATIVE CONTEXT

Standards for NVR Registered Training Organisations 2012

Privacy Act 1988

Higher Education Support Act 2003
1. **Student Complaints**

1.1 There are three types of complaints within the scope of this policy:

- Complaints of an academic nature – For example: complaints about course material, the training methods and progression, and assessment decisions carried out from Australis College.
- Complaints of a non-academic nature - For example: complaints about a person (Australis College representative).
- Complaints about administration or process.

1.2 Australis College employees are equipped to receive and deal effectively with negative feedback and complaints verbally or electronically.

1.3 A complaint may be raised regarding any service the student has received, or concerning any component of training material or assessment. This is noted accordingly on our student management system.

1.4 Staff are encouraged to manage the issue in the first instance. If the employee does not feel competent in handling negative feedback/complaint in the first instance this should be referred to their direct Team Leader or Manager.

1.5 All informal complaints will be heard and a decision provided within five (5) business days of receiving the complaint.

1.6 Students are to be advised of the Complaints and Appeals Policy (POL_TA_CA1) and Complaints and Appeals Procedure (PRO_TA_CA1) on the Australis College website and that they can lodge a formal complaint by writing to quality@australiscollege.edu.au.

1.7 All formal complaints should be lodged by sending a completed Complaints/Appeal Form (located on the Australis website) to the Quality Officer (QO) at quality@australiscollege.edu.au. The following information should be included:

- Description of the complaint.
- Steps that have been taken to address the issue.
- What the student would like to occur to fix the issue and prevent it from happening again.

1.8 All formal complaints will be heard and a decision communicated in writing (including reasons) within fifteen (15) business days of receiving the written complaint. The Quality Officer will regularly update the complainant of the progress of their complaint/appeal, at a minimum of every second business day.

1.9 The Quality Officer (QO) is to keep a Complaints Register which documents all formal complaints/appeals and their resolution. Informal complaints about staff members are also logged in this register.

1.10 The Complainant may request and be granted access to these records. (Refer to Australis College Privacy Policy POL_SPP1.)

1.11 Complaint records must be kept for five (5) years.
1.12 Any substantiated complaints will be reviewed as part of the Continuous Improvement Procedure (PRO_CI1).

2. Complaints raised to/from the National Regulator

2.1 Should a student/industry body/client/other external party be unsatisfied with any aspect of Australis College; they may lodge a complaint to the National Regulator.

2.1.1 The National Regulator may instruct the student/industry body/client/other external party to undertake a formal complaints process through the College (unless already undertaken).

2.1.2 The Regulator investigates complaints depending on the risk assessment assigned (focusing on the most serious complaints received); so any complaints received by the Regulator may not be acted upon in a timely manner.

2.2 The National Regulator may also contact Australis College in response to any current complaints received.

3. Client Complaints

3.1 Clients may lodge a complaint where they are dissatisfied with a service that Australis College is providing. This may include, but is not limited to:

- Not meeting the terms of a training agreement.
- Unsatisfactory/poor student or client service.
- Unacceptable behaviour or attitude of Australis College representative(s).
- In response to their own internal complaints processes.

4. Appeals

4.1 This policy covers the following appeals:

- Appeal against a competency decision by an Australis College Trainer/Assessor.
- Appeal against course fee or debt incurred under VET FEE-HELP assistance.
- Appeal against a process or other decision regarding enrolment, cancellation or variation of enrolment status.

4.2 A student wishing to appeal is to be referred to the Student Handbook on the Australis College website which provides relevant information on the appeal procedure.

4.3 All formal appeals should be lodged by sending a completed ‘Appeal Against a Decision Form’ to the Quality Officer (QO) at quality@australiscollege.edu.au. The following information should be included:

- Description of the appeal.
- Steps that have been taken to address the issue.
- What the student would like to occur to fix the issue and prevent it from happening again.
- Whether the student wishes to formally present their case.

4.4 All formal appeals will be heard and a decision communicated in writing (including reasons) within fifteen (15) business days of receiving the written appeal.

4.5 Should the issue still not be resolved to the student’s satisfaction, Australis will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case.

4.6 Appeal records must be kept for five (5) years.
4.7 The Quality Officer is to keep an Appeals Register which documents all formal appeals and their resolution. Any substantiated appeals will be reviewed as part of the continuous improvement procedure.

Definitions

Complaints  Dissatisfaction with a service or process provided by Australis College

Appeal  Dissatisfaction with a decision made by Australis College

REFERENCES/SUPPORTING DOCUMENTS

Student handbook  http://www.australiscollege.edu.au/students


Complaints and Appeals Procedure  Procedure number: PRO_TA_CA1

Complaints and Appeals Register  https://app.smartsheet.com/b/home

Access and Equity Policy  Policy number: POL_TA_AE1

Australis College Privacy Policy  Policy number: POL_SPP1

Continuous Improvement Policy  Policy number: POL_CI1

Continuous improvement Procedure  Procedure number: PRO_CI1

Continuous Improvement Register  https://app.smartsheet.com/b/home
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