



POLICY – Complaints and Appeals

Requirement	
<p>To ensure all students are provided with access to a free, effective and fair complaints resolution process.</p> <p>All current and prospective students who experience incorrect, inappropriate and unfair treatment in their dealings with the College are entitled to access the Complaints and Appeals Process outlined in this policy.</p> <p>The following principles underpin this policy:</p> <ul style="list-style-type: none"> • Complainants and respondents will not be subject to any form of discrimination or harassment resulting from their participation in the Complaints process • Complaints are to be dealt with procedural fairness which respects the right of a complainant to be heard by An impartial third party. Attempts will be made to resolve complaints as close to the source as possible • The complaints process does not restrict a student or persons rights to pursue other legal remedies • All Complaints processes will be made available to current and prospective students • All staff will attempt to respond to complaints in a timely manner and within the time objectives of this policy • Complainants and respondents have the right to be represented by a third party person (such as a family member, friend, counsellor or other professional support person, other than a qualified legal practitioner) if they so desire • All communication arising from the Complaints process, together with the proceeding of the Academic Board will remain confidential unless this restricts the Complaints Policy from taking effect • The Complaints process is viewed by YouStudy as an essential aspect of our continuous improvement process. 	
Complaints	Responsibility
<p>Any student who feels they have a genuine complaint or concern about any aspect of the Registered Training Organisation, its structures, staff, courses or units of competency has the right to have their concerns heard fairly and impartially.</p> <p>Complaints could be in relation to:</p> <ul style="list-style-type: none"> • Assessment and results • Student progress • Curriculum content and delivery 	<p>CEO</p> <p>Trainers/assessors</p>

<ul style="list-style-type: none"> • Conferral of awards • Customer service and administration • Marketing and information • Fees and finance • Student welfare 	
Complaints Process	
<p>First Phase: In the first instance all complaints or concerns should be discussed with the trainers or personnel most closely associated with the complaint. If the student is unable or does not feel comfortable raising the complaint with the trainer the student should request a tele-meeting with the Administration Manager.</p> <p>Second Phase: Should the complaint still remain unresolved after one week, the student is urged to discuss the matter in a non-threatening environment with the College CEO. Prior to this meeting, the Student will provide in writing, a detailed explanation of their complaint.</p> <p>Third Phase: An appeal panel will be set up with the CEO and the Academic Board. The student has the right to formally present his case and may bring a support person to that meeting. Details of the meeting will be recorded in writing and the student informed. The student will be given a written statement of the final appeal outcomes, including reasons for the decision by the College within 14 days.</p> <p>Any decision does not limit the student's rights to exercise their legal options or to contact the relevant Government Department for advice.</p>	<p>CEO</p> <p>Trainers/Assessors</p>
Appeals	
<p>Students have the right to appeal against an Assessment or Academic decision, such as the following:</p> <p>Appeal to be re-assessed</p> <p>Academic appeals</p> <p>Appeal against Recognition of Prior Learning Assessment</p>	<p>CEO</p> <p>Administration</p> <p>Trainers/assessors</p>
Appeals Process - Appeal to be re-assessed/Academic Appeal	
<p>First Phase:</p> <p>- Marking by original Trainer: A student is to be provided with 3 attempts at each assessment</p>	<p>CEO</p> <p>Administration</p> <p>Trainers/assessors</p>

<p>task and will be provided with constructive feedback and direction after each attempt. A student must appeal a final result of a single assessment within 21 days from the Result of Assessment being issued.</p> <p>If a student does not agree with a decision of Not Yet Competent in relation to completion of a unit of competency, they must lodge their appeal within 21 days of the result being posted or advised to the student.</p> <p>In the first instance, the trainer will provide an opportunity to resubmit the evidence to be re-assessed, it will then be re-marked. The request and reasons will be recorded in writing.</p> <p>- Marking by second Assessor Arrangements will be made by the CEO for re-assessment by another Assessor if it is considered to be more appropriate.</p> <p>Second Phase: If the student is still not satisfied with the re-submission process and second marking the student must put their appeal in writing. An appeal panel will be set up with the CEO and the Academic Board.</p> <p>The student has the right to formally present his case and may bring a support person to that meeting. Details of the meeting will be recorded in writing and the student informed. The student will be given a written statement of the final appeal outcomes, including reasons for the decision by the College within 14 days.</p> <p>Third Phase: The student has the right to take an appeal related to a VET qualification for external mediation when other avenues have failed. Students also have the right to take further action under Australian Consumer law and the right to pursue other legal remedies.</p> <p>Any decision does not limit the student's rights to exercise their legal options or to contact the relevant Government Department for advice.</p>	
Appeal against Recognition of Prior Learning Assessment	
<p>If a student does not agree with an RPL decision of Not Yet Competent, they must lodge their appeal within 21 days of the result being posted or advised to the student if they believe that their application for RPL:</p>	<p>CEO Administration Trainers/assessors</p>

<ul style="list-style-type: none"> • Provides sufficient evidence entitling them to be granted RPL • Can be supplemented with additional evidence to adequately demonstrate the skills and experience required. <p>A student has the right to the Student Appeal process if they do not agree with the decision.</p> <p>Any decision does not limit the student's rights to exercise their legal options or to contact the relevant Government Department for advice.</p>	
Related policies	
<ul style="list-style-type: none"> • Course Qualifications Policy • Course Extension Policy • RPL Policy • LLN Policy 	
Related procedures	
<ul style="list-style-type: none"> • Marking of assessments • RPL • Course Progress • Course Attendance 	
Related documents	
<ul style="list-style-type: none"> • Complaint Form • Academic Appeal Form • Student Handbook • Staff Handbook • Web Site Pages 	