

Complaints and Appeals Policy

AQTF Standard 2: Element 2.7

Definition of Terms

Academic Matters - course related matters that may include student progress, assessment, curriculum and awards in a course.

Non Academic Matters - may include harassment, vilification or discrimination; personal information held or financial matters; application and/or selection decisions.

Appeal – An appeal is the process by which a person disputes the outcome of a formal complaint.

Assessment Result Appeal – An assessment result appeal is the process by which a person disputes an assessment outcome. Students have the right to appeal an assessment outcome if they feel they have been unfairly disadvantaged or discriminated against.

Formal Complaint – A formal complaint is a written expression of dissatisfaction where the complainant is seeking rectification / resolution in line with Employ-Ease Complaints and Appeals policy and procedure.

Informal complaint – An informal complaint is an expression of dissatisfaction where the complainant brings a matter to the attention of Employ-Ease but does not wish further involvement in the resolution process. Informal complaints are of a low level of risk.

Principles of Assessment – There are 4 principles which underpin competency based assessment:

- Validity
- Reliability
- Fairness
- Flexibility

Rules of Evidence – supports quality assessment by ensuring that assessment produces evidence which is:

- Valid
- Sufficient
- Current
- Authentic

Scope

This policy applies to students and prospective students regardless of course, location, mode of study or place of residence and covers both academic and non-academic matters (refer to definition of terms).

Purpose

- To inform students of options and steps which are followed when a complaint or appeal is entered into.
- To provide a process by which complainants are guided towards a fair, equitable and timely outcome.
- To provide a process in which complainants have an avenue of appeal should a satisfactory resolution not be reached.

Policy Statement

EmployEase encourages students to provide both positive and negative feedback on our performance. We are committed to continuous improvement and approach complaints as an opportunity to refine and improve our service delivery.

EmployEase is committed to providing an environment in which complaints/appeals are received without fear of discrimination or victimisation.

Students are encouraged to raise any matters of concern relating to training delivery or assessment, the quality of the teaching, student amenities, discrimination, sexual harassment or any other issues which may arise.

There are a range of mechanisms available for students to provide feedback. EmployEase adopts a tiered approach to how feedback is handled. This provides students the opportunity to identify the level of their concern and to provide input as to how they wish EmployEase to address the matter (refer to the definition of terms above).

All complaints are investigated and where opportunities for improvement are identified strategies are implemented and recorded in the Continuous Improvement Register. At any interview or meeting that takes place in relation to a complaint, the complainant may be accompanied and assisted by a third party of their choosing for support or advice.

This policy provides an avenue for most complaints to be addressed; however in some cases alternative measures may need to be explored. EmployEase will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation and at an internal level; there are no costs associated with this process.

Where a complaint cannot be resolved through internal discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. Any costs associated with external mediation will be borne equally by EmployEase and the student.

All complaints and appeals will be acknowledged in writing and handled professionally to best support a satisfactory outcome. All complaints and appeals will be managed fairly, equitably and as efficiently as possible. Parties involved in allegations, will be informed of the complaint and provided with the opportunity to present their side of the matter. Employ-Ease will strive to resolve any complaints/appeals within ten (10) working days.

Students will be notified in writing, of outcomes of all formal complaints/appeals, including reasons for the decision. Outcomes will be decided based on current Government Legislation, AQTF 2010 Guidelines, EmployEase Policy and Procedures, Rules of Evidence, Principles of Assessment and natural justice principles.

All parties will have a clear understanding of the steps involved in the complaints and appeals procedure.

Students will be provided with details of external authorities they may approach, if required.

- Formal complaints must be lodged within 4 weeks for prospective students and 12 months of completion of course class times for students/ graduates.
- Appeals can be lodged within 1 month of a formal complaint outcome.
- Assessment Result Appeals can be lodged within 2 weeks of assessment.

Individuals have the option to register a complaint while anonymous or using a pseudonym. It may be impracticable, however, to investigate and resolve an individual's particular complaint unless the complainant provides their name or similar information.

Records

Records of complaints and appeals are retained for 5 years. Whilst these records are treated as 'Private and Confidential' they are accessible to complainants upon receipt of written request.

Complaints and Appeals Procedure

Informal Complaints

EmployEase encourages all students and prospective students who have concerns relating to the delivery of training and/or assessment or any other matter, to discuss the matter with the relevant trainer/assessor or staff member. If the matter is not resolved satisfactorily or if the complainant is not comfortable to address the matter directly the matter should be referred to the RTO Manager (ph. 9761 2156).

The RTO Manager will endeavor to resolve the matter informally. Should this not be possible, the complainant will be supported in lodging a formal complaint.

Lodging a Formal Complaint

1. Complete an EmployEase Complaints Form. Forms can be downloaded from www.employease.com.au
2. Submit the completed form to EmployEase by email lynne@employease.com.au or mail to:
RTO Manager
EmployEase Pty Ltd
284 Dorset Road
Boronia Vic 3155

Formal Complaints must be lodged within 4 weeks for prospective students and 12 months of completion of course class times for students/ graduates.

Upon receipt of a Formal Complaint Form, the RTO Manager will conduct an internal review. Where the RTO Manager identifies a conflict of interest the complaint will be referred to the Director.

Both the complainant and the person the complaint is about will be interviewed separately.

EmployEase will strive to resolve any complaint within 10 working days of lodgment. All parties will be notified of the outcome of a formal complaint, including reasons for the decision.

External Review

If the formal complaint cannot be resolved internally, EmployEase will direct the participant to the Dispute Settlement Centre of Victoria.

Information about the Dispute Settlement Centre of Victoria can be found at www.disputes.vic.gov.au . The cost of external mediation will be borne equally by EmployEase and the student.

Assessment Result Appeal

Assessment is the process of collecting evidence and making judgements about whether competency has been achieved. Assessments are carried out in accordance with the Principles of Assessment and Rules of Evidence.

Students who feel they have been assessed unfairly should discuss with the assessor directly. If the matter is not resolved satisfactorily, it should be taken to the RTO Manager in an attempt to resolve the issue at an informal level. Should the student still be dissatisfied, they have the right to lodge a formal Assessment Result Appeal.

Assessment Result Appeals must be lodged within 2 weeks of assessment result.

Lodging an Assessment Result Appeal

The student is the only person who can lodge an assessment result appeal.

1. Complete an EmployEase Assessment Result Appeal Form. Forms can be downloaded from www.employease.com.au
2. Submit the completed form to EmployEase by email lynne@com.au or mail to:

RTO Manager
EmployEase Pty Ltd
284 Dorset Road
Boronia Vic 3155

Assessment Result Appeals will be reviewed against the Principles of Assessment and the Rules of Evidence.

EmployEase will strive to resolve any Assessment Result Appeals within 28 working days of lodgment. Students will be notified of the outcome will be notified of the outcome, including reasons for the decision.

External Review

If the formal Assessment Result Appeal cannot be resolved internally, EmployEase will direct the participant to the VRQA.

Information about the VRQA can be found at www.vrqa.vic.gov.au

Assessment Result Appeal Form

Name of Student: _____

Contact Details: _____

Name of Assessor: _____

Date of Assessment: _____

Unit(s) under appeal: _____

Reason for appeal:

Have you requested the assessor(s) to reconsider the decision?

Yes / No

Candidate Signature: _____

Date: _____ / _____ / _____

Office use:

Date received: _____ / _____ / _____

Name: _____

Received by signed: _____

Copy forwarded to: _____

