

4 UP SKILLING PTY LTD

COMPLAINTS AND APPEALS

Policy & Procedure

Objective

4 Up Skilling Pty Ltd provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively. 4 Up Skilling Pty Ltd will act on each substantiated complaint, concern or non compliance in a timely manner.

Requirement

4 Up Skilling Pty Ltd uses a systematic approach to dealing with complaints, concerns and appeals. All concerns, complaints and appeals are dealt with fairly, honestly, without bias in a professional manner, with the outcomes of the appeal process fully documented.

The procedure for handling complaints, concerns and appeals, is disseminated through to students prior to and at enrolment. This policy and procedure is also made available on the 4 Up Skilling website and summarized in the Student Handbook.

Scope

This procedure applies to all current and prospective students.

Responsible parties

The Chief Executive Officer is responsible for the control and issue of this procedure (this may be delegated).

Complaints/Concerns and Appeals Mechanism

4 Up Skilling Pty Ltd ensures that all students will have access to a fair and equitable process for dealing with complaints/concerns and will provide an avenue for students to appeal against such decisions, which affect the student's progress.

Every effort will be made by 4 Up Skilling Pty Ltd to resolve the student's complaints or concern. Where complaint/concern cannot be resolved internally, 4 Up Skilling Pty Ltd will provide an outside independent person to hear the appeal/case. There will be little or no cost to the student.

Directive

- All prospective learners will be provided with a copy of the Complaints and Appeals Policy and Procedure document, also available on the 4 Up Skilling website and discussed in the Student Handbook.
- All complaints, concerns, or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the complaints/concerns and appeals procedure.
- Learners will be provided with details of external authorities they may approach, if required.
- All complaints/concerns and appeals will be managed fairly and equitably and as efficiently as possible.
- All complaints/concerns and appeals and outcomes will be documented in writing and distributed accordingly.
- 4 Up Skilling Pty Ltd will attempt to resolve any complaints, concerns and appeals fairly and equitably within 10 working days from receipt of notice of complaint.

Procedures

Learners may raise any matters of concern relating to training delivery and assessment, the quality of the learning, Learners' amenities, discrimination, sexual harassment and other issues that may arise.

This policy provides an avenue for most complaints, concerns and appeals to be addressed. However, in some cases alternative measures may need to be explored. It is advisable for the student to contact the Training Manager or Chief Executive Officer before lodging a formal complaint, to discuss other avenues available to them.

This may involve:

Training related matters

Learners, who feel they may have been unfairly treated or have not been given the full training that they expected, may follow the procedures listed below.

Steps

- The student should firstly discuss the matter with their coordinator, trainer/assessor. If they are not satisfied the student may then;
- Have the matter referred to the Training Manager or Chief Executive Officer for consideration.
- The student must submit a written complaint detailing the situation of concern to 4 Up Skilling Pty Ltd addressed to the Training Manager or Chief Executive Officer. Ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.

- The Training Manager or Chief Executive Officer will contact the student in a timely manner to confirm receipt of form.
- The Training Manager or Chief Executive Officer will discuss the circumstances with the Trainer/or other party if relevant and make a decision.
- The student will be contacted with the result within 14 working days of receipt of formal complaint, the student has 5 working days to respond to formally decision.
- The student may then formally request a face to face meeting with the Training Manager or Chief Executive Officer to formally present his or her case in appeal of the decision of Training Manager or Chief Executive Officer. Once this meeting has occurred, the Training Manager or Chief Executive Officer will respond formally within 24 hours.
- A written statement of the appeal outcome, including reasons for the decision will be documented and provided to student.
- If the student is not comfortable in discussing the complaint or concern with the Training Manager or Chief Executive Officer, the issue may be referred to the Quality Manager.
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, 4 Up Skilling Pty Ltd acknowledges the need for an appropriate external and independent agent to mediate between the parties.
- 4 Up Skilling Pty Ltd will contract such a person as and when required. Costs for an independent agent to review and make a decision on the Appeal will be little or no cost to the student.
- If the student is still dissatisfied with the outcome after 4 Up Skilling Pty Ltd has engaged an independent agent, the student may lodge a complaint with the Australian Skills Quality Authority by calling 1300 701 801.

Assessment related matters

If the student has been advised that they are Not Yet Competent, but they believe that

- they genuinely do have the required degree of competency; and
- that they have provided reasonable proof of this to 4 Up Skilling Pty Ltd

The student may query or appeal the result.

The process ensures 4 Up Skilling Pty Ltd proceeds with fairness and accuracy of our assessment processes.

Note: 4 Up Skilling Pty Ltd will accept an appeal against an assessment decision for a period of no longer than 2 months after the assessment decision date.

To appeal a decision:

Steps

1. Discuss the matter with the trainer/assessor. If not satisfied the course participant may then:
2. Have the matter referred to the Training Manager or Chief Executive Officer for consideration.

3. The student must put their complaint in writing and send this document to 4 Up Skilling Pty Ltd addressed to the Training Manager or Chief Executive Officer. Ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal.
4. The student will need to explain formally why they feel the Not Yet Competent result is not appropriate, and also attach a copy of the original Assessment Task. The Training Manager or Chief Executive Officer will have the Assessment Task reviewed by another Trainer and contact student with the written result within 14 working days of receipt of appeal. The student has 5 working days to respond to formally decision.
5. The student may then formally request a face to face meeting with the Training Manager or Chief Executive Officer to formally present his or her case in appeal of the decision of Training Manager or Chief Executive Officer. Once this meeting has occurred, the Training Manager or Chief Executive Officer will respond formally within 24 hours.
6. A written statement of the appeal outcome, including reasons for the decision will be documented and provided.
7. Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, 4 Up Skilling Pty Ltd acknowledges the need for an appropriate external and independent agent to mediate between the parties.
8. 4 Up Skilling Pty Ltd will contract such a person as and when required. Costs for an independent agent to review and make a decision on the Appeal will be little or no cost to the student.

4 Up Skilling Pty Ltd will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. If the student is still dissatisfied with the outcome after 4 Up Skilling Pty Ltd has engaged an independent agent, the student may lodge a complaint with the Australian Skills Quality Authority on 1300 701 801.

Note: ASQA only deals with complaints about:

- *the information provided to you by 4 Up Skilling Pty Ltd about the course/s you are interested in*
- *the delivery and assessment of the training you have received*
- *the qualifications you have or have not been issued*

Ref: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Records

4 Up Skilling Pty Ltd will file records of all informal and formal discussions regarding complaints, concerns and appeals and will record such evidence in student files and if required a Corrective Action Record (Form USCAR) will be raised and filed in the Quality Compliance Folder for future reference, and recorded on the Feedback Corrective Actions and Incident Register.

Associated documents:

Corrective action record (form USCAR)

Code of Practice (USCoP)

Policy developed by: Quality Manager

Policy endorsed by: Chief Executive Officer