



## COMPLAINTS AND/OR APPEALS PROCEDURE

This procedure has been developed to provide clear and practical guidelines to ensure that complaints and appeals of students can be resolved in accordance with the principles of natural justice, equitably and efficiently

Should a student have a complaint or appeal, the following steps are to be followed:

1. Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer, within seven (&) days of the issue taking place, in an effort to resolve it.
3. If the complaint or appeal is not dealt with to the student's satisfaction within the seven (7) day period, s/he may bring it to the attention of the Chief Executive Officer (CEO).
4. This will be done via a letter in which the student is to detail the following information:
  - description of the complaint or appeal
  - state whether you wish to formally present your case
  - steps taken to in an effort to resolve the matter
  - what you would like to happen to fix the problem and prevent it from happening again
5. The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative.  
An investigation into the matter must commence within 48 hours of the CEO receiving written notification from the student
6. The CEO will endeavour to provide the student with a response within seven days
7. Power & Plant Training will provide regular updates to student on the progress of their complaint/appeal
8. The RTO endeavours to resolve a complaint/appeal within 60 calendar days
9. In the event the matter requires more than 60 days the RTO will inform the student in writing and include reasons for the delay



10. Should the issue still not be resolved to the student's satisfaction, Power & Plant Training Pty. Ltd. will make arrangements for an independent external Registered Training Organisation (Ascent Training Solutions Pty Ltd) to mediate towards a resolution of the issue.  
The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
11. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.
12. If the student is still not happy with external mediation, he / she may take his / her complaint to the Australian Skills Quality Authority (ASQA)

Complaints Team  
Australian Skills Quality Authority  
GPO Box 9928  
SYDNEY NSW 2001  
Tel: 1300 701 801  
Email: [TO.complaints@asqa.gov.au](mailto:TO.complaints@asqa.gov.au)

13. All documentation relating to complaints or appeals is to be archived for audit purposes.
14. Details of complaint/appeal is to be entered in the Continuous Improvement Register
15. Details will be discussed at the Staff meeting and any action to ensure no recurrence is documented

## Responsibilities

- The RTO CEO is responsible for the implementation and maintenance of the policy
- Trainers/assessors are responsible for ensuring this procedures is adhered to

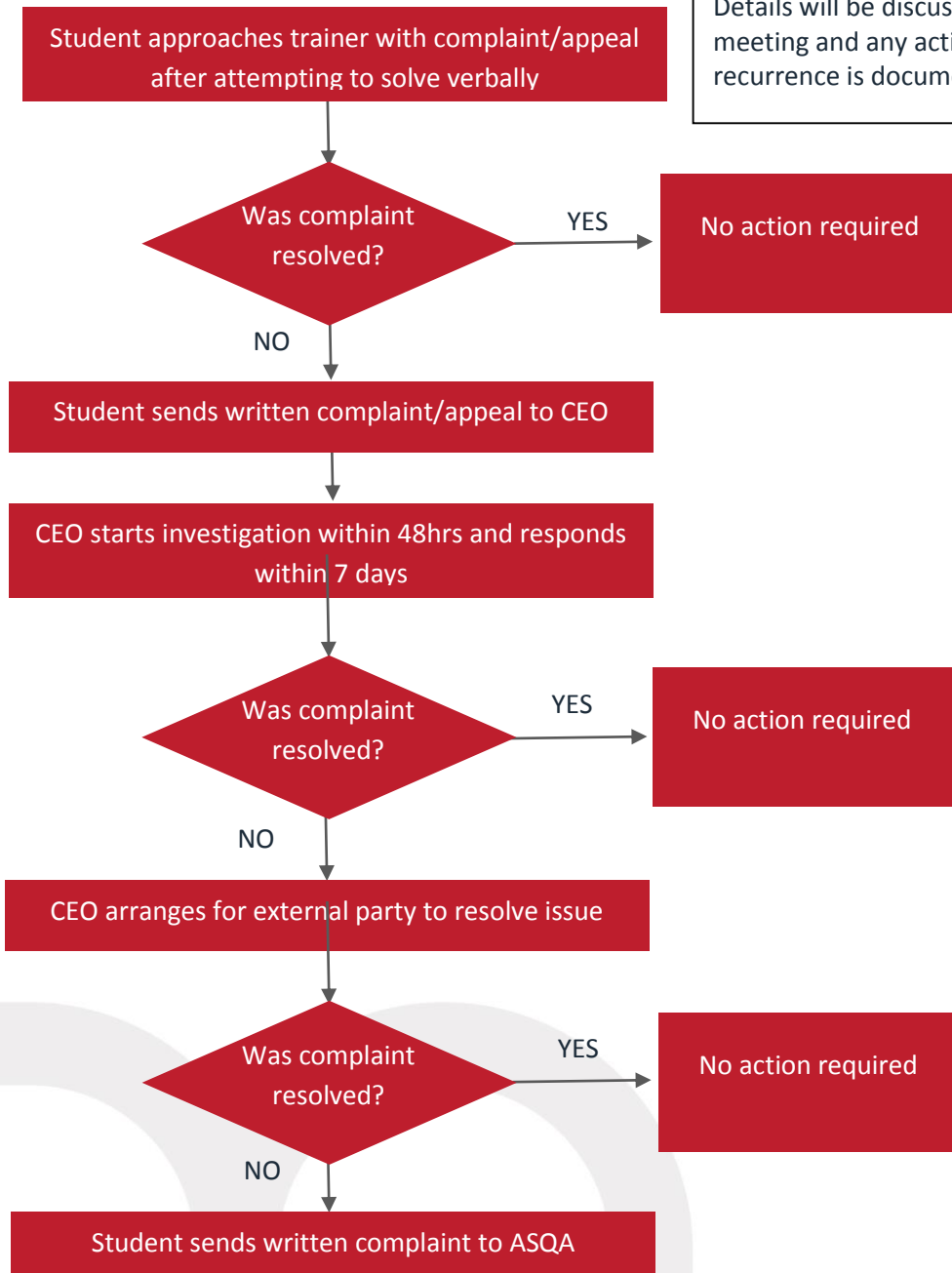


## Complaints and Appeals Flowchart

### NOTE

All details of complaint/appeals are entered into continuous improvement register

Details will be discussed at staff meeting and any action to ensure no recurrence is documented





## Assessment Re-sit Procedure

Students will be notified within 14 days of undertaking an assessment of their performance.

If a student does not attend the in-class assessment, they should notify their trainer as to why they did not attend and if due to illness a medical certificate must be produced and arrangements made for opportunity of assessment.

Students who are deemed to be Not Yet Satisfactory will be provided with information identifying the areas in which they have not achieved scarification.

Students will then have the opportunity to repeat the assessment tasks.

If competency is not achieved within one month of completing the training course students will be required to attend further training.

## Assignments

Late submission of assignments or projects will result in a *not yet satisfactory* unless an extension has been granted prior to the due date.

## Class Attendance Requirement

Students are expected to attend 100% of classes. However, Power & Plant Training recognises that students may have special circumstances, including illness. In order to be assessed, a minimum of 70% attendance MUST be maintained. Trainers will advise the Training Manager of poor attendance records of students.

## Feedback to students

Trainers will provide feedback to the students on their performance. The feedback may include one or more of the following:

- A Satisfactory / Not Yet Satisfactory on their assignment/ project report/ exam paper
- Comments on their assignment/project report/ exam paper
- A written evaluation sheet
- Oral feedback on their overall performance

If the students are not satisfied with the feedback given on their work, they can discuss their work with the trainer individually.



## Reasonable Adjustments

From time to time, Power & Plant Training Pty Ltd will encounter students with particular needs and will make all **reasonable** adjustments to ensure that the participant is able to equitably participate in the training and have equal opportunity to complete the training.

To this end Power & Plant Training Pty Ltd may customise certain aspects of training and assessment to permit equity. This will be done on an individual basis to meet the unique needs of the student.

People who cannot attend classes due to injury, geographic dispersion or other valid reason, may be provided with class notes and instructions to enable them an opportunity to complete the course at a distance from the training venue. This could also be supplemented by telephone tutorials and by use of email, fax etc.

It is not possible to accurately document all contingencies without first knowing all variables. This of course cannot be done. Power & Plant Training has given a commitment to ensure equity in training and will honour that commitment where it is reasonable as determined by the respective trainer.

The trainer is to document any “reasonable adjustment” made either on the assessment or the Training and Assessment Strategy.