

Complaints and Appeals Policy



Purpose

Agri Training Solutions understands its obligation to protect the rights of learners and is committed to managing and responding to allegations involving the conduct of our marketing, administration and training and assessment processes, trainers, assessors or other staff or learners and third parties who deliver or market or recruit on our behalf. We welcome the opportunity for improvement by receiving feedback from our client (including negative feedback) so that we can come to a resolution with that client, and we can implement the learnings into improving our policies and practices. All complaints and Appeals will be treated as an opportunity for improvement and will contribute to our Quality Assurance systems.

We also understand our obligation to manage requests for a review of decisions that are made in our assessment process and we are committed to ensuring that our process for this is clearly outlined and accessible to all.

Scope

This policy applies to all *Agri Training Solutions* employees, contractors and students.

Procedure

Agri Training Solutions ensures that the Complaints and Appeals Process is accessible, transparent, fair and equitable and that any complaint or appeal is treated in a timely manner as follows. Learners are informed of the Complaints and Appeals Process on our website and in our Learner Handbook. Confidentiality is maintained throughout the processes outlined below.

What is a complaint?

A complaint is negative feedback about our trainers/assessors, services, or a student which has not been resolved locally. Complaints can also be made from staff members in regards to other staff members.

How to Lodge a Complaint:

1. Initially, students are encouraged to talk to the person involved; this might be the Trainer/Assessor, member of staff or another student in an attempt to resolve the issue locally at the time of training.
2. If the issue cannot be resolved locally, the student will be offered a time to meet with the RTO Director within a 14 day timeframe either by phone, zoom or other form of telephone or teleconference as is the nature of our business, we may not be able to facilitate face to face meetings. A written record of this meeting will be signed by both parties and will include the complaint details, agreed solution and the time-frame for this solution noted.
3. If the student continues to be dissatisfied or a solution cannot be reached in the meeting with the Director, a link to our complaints form can be found on our website or in our Learner's Handbook. Once this form is received in our system, the person lodging a complaint or appeal is to have the opportunity for a person or a body that is independent of *Agri Training Solutions* to review his or her appeal following the internal appeals process. The written decision of this body will be final and will be made within 60 days of the complaint first being submitted. If the 60 day target cannot be met the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding made by *Agri Training Solutions* during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted within twenty-eight (28) days of the student being informed of the assessment decision or finding.

How to Lodge an Appeal:

An application for appeal will be considered if a student

- claims disadvantage due to the assessor/trainer unreasonably altering assessment requirements that were specified in the outline
- claims disadvantage due to the assessment requirements specified by the assessor/trainer being unreasonably applied to him or her
- claims a disadvantage due to the assessor/trainer not providing an assessment outline
- believes that an error has occurred in the document/outline of the assessment task
- claims that there is a discrepancy between assessment tasks - practical observation and the formal assessment

Agri Training Solutions will consider all appeals against assessment decisions as documented below.

- In the first instance, students are encouraged to discuss their grievance with the Trainer/Assessor within a five (5) day period of receiving their assessment result. Trainer/Assessors will give all students two (2) attempts at assessment in an attempt to give the student time to complete tasks successfully after receiving feedback.
- Due to the nature of our business, re-attempting assessment after the training dates is very difficult as our model of delivery is heavily reliant on travelling to worksite, sometimes over vast distances. We therefore, will ensure our Trainer/Assessors focus on a mode of delivery that is clear and concise and there is plenty of time to practise assessments prior to official assessments taking place.
- If the learner is still not satisfied with the assessment outcome, the appeal can be made by the student using the Appeals Form which is available in the Learner Handbook and on our website.
- On receipt of the Appeals Form a meeting between the RTO Manager and the student will be organised via telephone or telehealth format within a 14 day timeframe as is the nature of our business, we may not be able to facilitate face to face meetings. A written record of this meeting will be signed by both parties and will include the complaint details, agreed solution and the time-frame for this solution noted. A record of the meeting is kept, including the reasons for appeal and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed time-frame. Both parties are to sign this record of the meeting.
- If the student continues to be dissatisfied or a solution cannot be reached in the meeting with the Director, a link to our complaints form can be found on our website or in our Learner's Handbook. Once this form is received in our system, the person lodging a complaint or appeal is to have the opportunity for a person or a body that is independent of *Agri Training Solutions* to review his or her appeal following the internal appeals process. The written decision of this body will be final and will be made within 60 days of the complaint first being submitted. If the 60 day target cannot be met the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

Alternative Contacts:

If in the instance of an Appeal or Complaint not being resolved by the above processes, the learner will also be informed that there are other avenues of complaint. These include:

- [QLD Department of Fair Trading](#) for complaints regarding non-training issues such as disputes over refunds or charges.

- The Australian Skills Quality Authority (ASQA) is the national regulator with regard to training and assessment delivery. They handle complaints that relate directly to RTO's providing training and assessment processes that do not meet the Standards for Registered Training Organisations 2015. Details of their Complaints Process are available on their [website](#).

[WorkCover](#) is the point of contact for any Work Health and Safety issue, they can be contacted on 1300 362 128.

Record Keeping:

All Complaints and Appeals will be treated as confidential. They will be recorded in the Complaints and Appeals Register with records of all communications and formal decisions attached. In the case of Assessment Appeal, copies of the Assessment, Outcome Results Records, and assessor feedback will also be kept. Copies will also be kept on the learner file.

Monitoring and Improvements:

All complaints and appeals are used to inform our Quality Assurance Process. All Complaints and Appeals are tabled for discussion at Staff /Management Meetings as a standing agenda item and processes are developed and implemented to mitigate the risk of future complaints or appeals.

Evidence

The following will be retained as evidence of compliance with Standard 6, Clause 6.1 – 6.6

- Submitted Complaints and Appeals Forms
- Signed records of meetings with complainant/appellant
- Minutes of meetings with any related personnel or learners
- Relevant Management Meeting Minutes

Related Policies

Consumer Protection Policy

Privacy Policy

Record Keeping Policy

Access and Equity Policy

Training and Assessment Policy

Supporting Documents

- RTO Administration Manager Position Description
- CEO Position Description
- Trainers and Assessors Position Description

Records and Forms

- Complaints and Appeals Form

References

[NVR Standards for RTO's 2015](#)

[ASQA Users Guide to the Standard 6, Clauses 6.1 -6.6](#)

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