

# Grievance, Complaints and Appeals

Responsible Officer	Senior Management Team
Approved by	Senior Management Team
Review by	Compliance Manager
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Next Reviewed	20/11/2017
Approved and commenced	01/07/2014

## 1. Purpose

### 1.1 Scope

The grievance, complaints and appeals policy of AGB Training shall ensure that all grievances, complaints and appeals are dealt in a confidential, constructive and timely manner.

## 2. Audience

2.1 RTO Stakeholders, Employees and AGB Training students

## 3. Definitions

<b>Assessment</b>	Means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.
<b>AQF</b>	Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.
<b>ASQA</b>	Australian Skills Quality Authority; national vocational education and training regulator.
<b>Competency</b>	Means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.
<b>Course</b>	A program leading to the granting of a statement of attainment or qualification.
<b>ESOS</b>	The Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

<b>Student</b>	Means an individual who is receiving, responding to and processing information in order to acquire and develop competence. This incorporates the processes of preparing and presenting for assessment
<b>NVR</b>	An essential mechanism for the regulation of vocational education and training (VET) is the national standards against which applicants/RTOs are assessed. Prior to the establishment of the national VET regulator, ASQA, the standards that applied to an RTO.
<b>Learning</b>	Means the process followed by a learner. There are three types:  <b>Formal learning</b> refers to learning that takes place through a structured program of instruction and is linked to the attainment of a formal qualification or award (for example, a certificate, diploma or university degree);  <b>Non-formal learning</b> refers to learning that takes place through a structured program of instructions, but does not lead to the attainment of a formal qualification or award (for example, in-house professional development programs conducted by a business); and  <b>Informal learning</b> refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).
<b>Training and assessment strategies and practices</b>	Are the approach of, and method adopted by, an RTO with respect to training and assessment designed to enable learners to meet the requirements of the training package or accredited course. .
<b>Training Package</b>	Means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a Training Package are: units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non-endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation.
<b>Units of competency</b>	Mean the specification of the standards of performance required in the workplace as defined in a training package.
<b>Skills First Program</b>	Skills First Program is a Government initiative to provide subsidised training to eligible participants.
<b>VicRoads</b>	To obtain a heavy vehicle licence you need to successfully complete: a knowledge assessment, an on-road driving assessment and an off-road skills assessment. In Victoria accredited providers conduct all heavy vehicle licence assessments on behalf of VicRoads.

<p><b>WorkSafe Licensing Requirements</b></p>	<p>A licence to perform high risk work is required if you work with high risk equipment or plant. You can apply for 29 classes of competency under the licence to perform high risk work. The licence is valid in every Australian state and territory, enabling you to operate high risk equipment under consistent standards everywhere in Australia.</p> <p>All licences issued between 1 July 1995 and 30 June 2007 have been progressively expiring with the last set to expire on 30 June 2012. You must ensure that you transfer across to the licence to perform high risk work before this date. If you do not transfer your licence before it expires you will not be able to perform the work activities that your licence covers.</p>
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## 4. Policy Statement

The grievance, complaints and appeals policy of AGB Training shall ensure that all complaints are dealt in a constructive and timely manner.

The grievance, complaints or appeals could be:

- Student attendance
- Academic progress, including review of assessment decisions
- Curriculum matters
- Awards, and
- Non-academic matters including
  - Harassment
  - Vilification
  - Discrimination
  - Financial
  - Fines and payments
  - Application procedures
  - Exclusion form events and facilities

The grievance, complaints or appeal could be from an internal or external client and must be dealt in a confidential manner at all times. Whenever possible the matter should be resolved in-house however on occasions this may not be possible.

If the matter is rectified using internal resources there will be no cost passed on to the complainant. If an external consultant is required to be engaged from external sources a cost may be incurred, this cost may vary dependant on the consultant engaged but will not exceed \$200 per session.

External consultants who may be engaged could consist of:

- Workplace Conflict Resolution  
<http://www.workplaceconflictresolution.com.au/>
- HR4Business <http://hr4business.com.au/Home.php>

All grievances, complaints and appeals shall be reported in the weekly operations meeting and a '[Client Grievance, Complaints and Appeals form](#)' shall be raised and recorded on file, detailing the actions required to arrive at satisfactory resolutions of each complaint.

After all internal processes have been accessed to resolve the matter the complainant may choose to take the matter further to the respective governing body.

## 5. References

1. Australian Qualification Framework (AQF) and its Policies
2. Standards for Registered Training Organisations (RTOs) 2015
3. ASQA General directions
4. Education Services for Overseas Students Act 2000
5. Education Services for Overseas Students Regulations 2001
6. National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2007
7. VET Funding Contract Skills First Program
8. Vic Roads Training Standards
9. WorkSafe Training Standards

## 6. Procedure

All client grievances, complaints and appeals must refer to AGB Training policies which apply regardless of training site at which the grievance has arisen, be it formal or informal training, for:

- Study mode
- Student seeking to enrol, or
- Current student

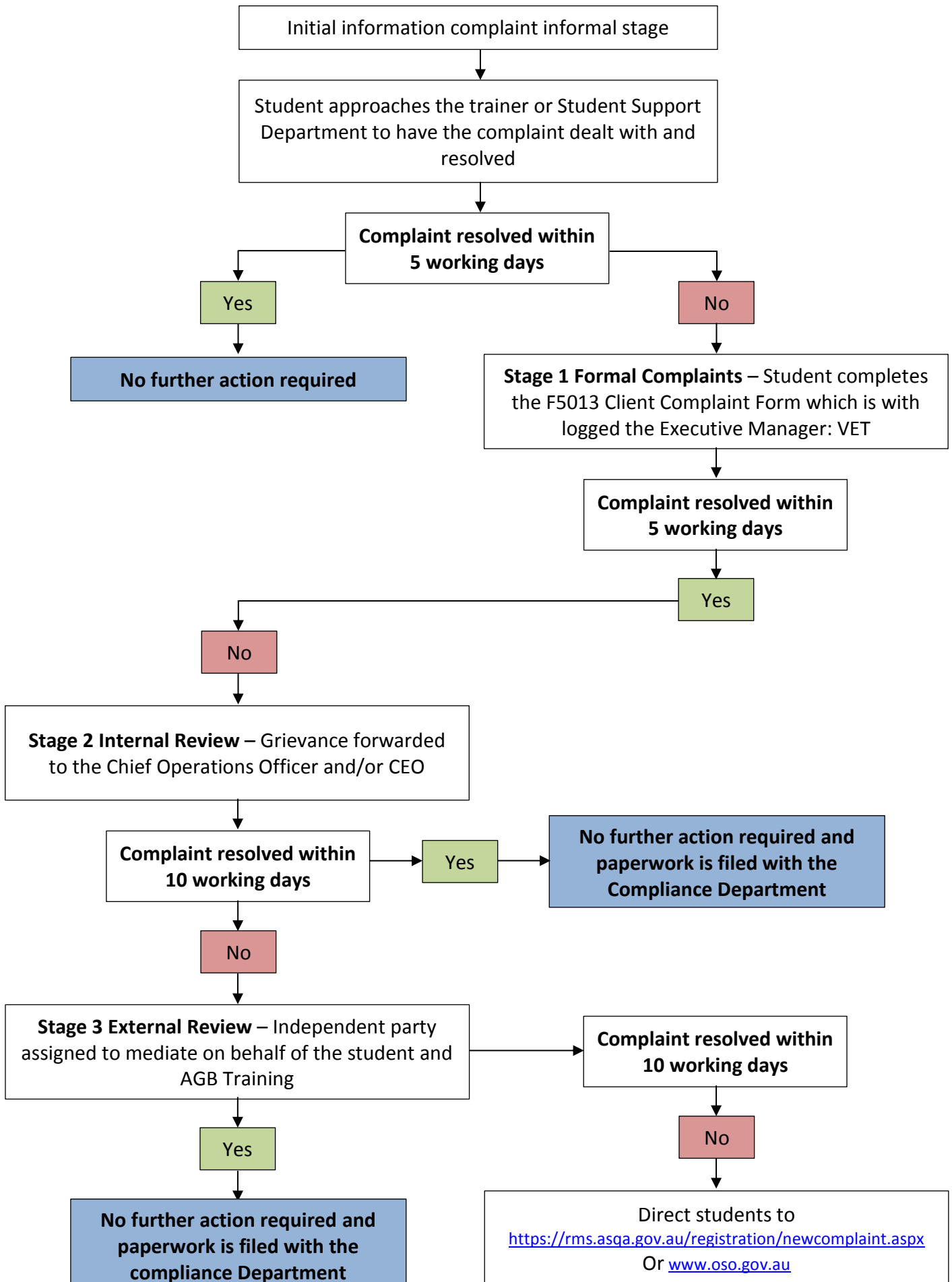
The complainant may have a third party to assist them in any relevant meetings and will receive in writing details of the decision outcome of all internal proceedings at no cost to the complainant. However there will be a cost of no more than \$200.00 if an external independent mediator is required.



All documentation arising from the grievance, complaint or appeal will be recorded and held for 5 years and access to these records will be available on application within 10 working days subject to confidentiality. Initially on employment during the induction process, and yearly thereafter, all AGB Training Staff are formally trained in the adherence to all policies and procedures.

Outcomes implementing this policy and procedure will be reviewed for continuous improvement practices by the senior management team annually. This procedure is a 3 stage process as outlined over the page in the Grievance Procedure Flow Chart.

# The Grievance Procedure Flow Chart



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## Client Grievance, Complaints and Appeals Form

### Instructions to Clients

- 1 Complete this form and submit to the Student Counsellor as soon as possible.
- 2 Clearly state the nature of your complaint and clearly indicate what you have done to resolve the issue yourself.
- 3 All complaints will be treated seriously and you may be required to discuss the complaint with Management of AGB Training.
- 4 You will be formally notified of the outcome of your complaint.

Surname

Given name/s

**Describe your complaint**

**What action have you taken to try and resolve this complaint?**

**Do you have a suggested remedy to the problem?**

**Agreed Action**

**Outcome**

I hereby declare that the information provided on this form is true and correct.

Client's Signature \_\_\_\_\_ Date \_\_\_\_\_

Senior Manager \_\_\_\_\_ Date \_\_\_\_\_