



BELLARINE TRAINING AND COMMUNITY HUB INC

PO BOX 420 OCEAN GROVE 3226 PHONE: (03) 5255 4294 FAX: (03) 5256 1813

EMAIL: manager@BTACH.com.au ABN: 45 840 639 622 INC: A0026078K

Bellarine Training and Community Hub - Student Enrolment Policy and Procedures

This is an extract from the student enrolment policies and procedures manual that is made available to all students at pre training interview/induction of course.

2.17 COMPLAINTS/GRIEVANCE/ISSUES RESOLUTION

2.17.1 PROCEDURE FOR STUDENTS

It is the objective of this procedure to ensure that negotiation and discussion between the parties resolve complaints/grievances. It is recognised that from time to time individual staff members, tutors or students/clients may have a complaint/grievance that needs to be resolved in the interests of good relationships. Students wishing to formalise a complaint in regards to unfair treatment, unfair assessment or any other issue that they may feel grieved within will follow the following procedure.

The Centre at all times will ensure that privacy and confidentiality is respected throughout the complaint handling process for all parties concerned.

- The affected student is encouraged to discuss with the Manager any complaints/grievance or concerns they have about the service, training or staff.
- The Manager will direct and provide the student the process with which to formalise their complaint/grievance and provide the student with the complaints/grievance form to be filled in.
- The Manager will endeavor to respond to the learners letter verbally within 24 hours and in writing within five working days.
- Relevant staff will be notified and given the opportunity to address the complaint/grievance through discussion and negotiation.
- Appropriate outcomes will be determined by the Manager in consultation with relevant staff, the learner and Committee of Management.
- In the case of a complaint/grievance with an assessment being marked too hard the Manager will engage an independent trainer to re-mark the assessment.
- Complaints/grievances, which are not resolved to the student/client's satisfaction, will be referred to the Committee of Management.

2.17.2 PROCEDURE – COMPLAINT AGAINST AN RTO ORGANISATION

The State Government of Victoria recognises that in some cases student satisfaction is not met within a registered training organisation or that the registered training organisation is not conducting itself under the legal requirements for registration.

If Bellarine Training and Community Hub have not met your expectation in dealing with your complaint or grievance and you have completed their appeals process and you still feel that the RTO is breaching or has breached its legal requirements

The learner has the right to lodge an official complaint against any RTO operating in Victoria.

The Victorian Government has a formal complaints process – through the Skills First Contract Compliance Complaints Management Guide and the Victorian registration and Qualifications agency (VRQA). You can submit a complaint to the Victorian Registration and Qualifications Agency (VRQA) by completing the online complaint form: by going to their website:

<http://www.vrqa.vic.gov.au/complaints/Pages/tovrqa.aspx> or by phoning the VRQA on 9637 2806

The learner is to lodge the complaint using their guidelines for resolution within the Government's outlined time frame.

Appendix 3:

[Skills First Contract Compliance Complaints and Management Guide](#)

[Memo date 11th April 2014 – CN No 2014-11](#)



BELLARINE TRAINING AND COMMUNITY HUB INC

PO BOX 420 OCEAN GROVE 3226 PHONE: (03) 5255 4294 FAX: (03) 5256 1813
EMAIL: manager@BTACH.com.au ABN: 45 840 639 622 INC: A0026078K

2.17.3 ASSESSMENT APPEALS PROCEDURE

If a Student is dissatisfied with the assessment process and/or assessment decision with the trainer, he/she should in the first instance discuss the decision and options with the trainer to ascertain and fully understand the reason for the decision, as well as to consider options proposed by the trainer, such as additional training and/or reassessment.

- If the matter is not resolved to the student satisfaction following discussion with the trainer, then he/she is to be encouraged by the trainer to express his/her concerns to the Manager of the Bellarine Training and Community Hub via the Complaints form provided to the student at time of induction. If the candidate chooses to meet with the Manager, the trainer is to brief the Manager at the earliest opportunity, providing the Manager with all documents relating to the assessment. The Manager is then to arrange a meeting at the earliest opportunity with the student, with a view to making every endeavor to resolve the matter to the satisfaction of both parties.
- If appropriate, the Manager may decide to seek the opinion of another assessor prior to meeting with the candidate.
- Upon a mutually satisfactory resolution of the matter, it is recommended that the Manager document the agreement (in writing). The agreement should then be signed by the candidate, the trainer and the Manager, and filed with the student/client other assessment documentation.
- In the event that the matter remains unresolved to the student satisfaction, he/she is to be invited to formally appeal in writing, clearly detailing his/her grounds for appeal. The matter will then be referred to an independent Adjudicator to:
 - Consider all documentation provided;
 - Request further information where necessary;
 - Ensure that at all times, the principles of assessment were adhered to;
 - Prepare a formal report on the appeal;
 - Prepare formal advice to the candidate;
 - Forward the formal advice to the student/client and to the Manager of the Bellarine Training and Community Hub who will file a copy on the "Appeals, Complaints and Grievances" file.
- Bellarine Training and Community Hub will pay the fees charged by the independent Adjudicator for his/her services.
- If the appeal is not upheld, Bellarine Training and Community Hub will promptly follow the recommendations of the independent Adjudicator, or if dissatisfied with the result, raise the matter with the relevant State Training Authority (VRQA) and/or the Industry Skills Council (ISC) for review. In the latter case, the Manager of Bellarine Training and Community Hub will formally advise the student/client (in writing) of the action.
- If the appeal is not upheld, Bellarine Training and Community Hub will, where appropriate, counsel the client and/or refer him/her for remedial training and/or initiate another assessment. The candidate may, if still dissatisfied, seek recourse to the State Training Authority (VRQA) and/or ISC. The Manager of the Bellarine Training and Community Hub will cooperate fully in any ensuing process and provide the relevant documentation as requested.
- The final outcome as set down by the State Training Authority (VRQA) and/or ISC is to be abided to by both parties.