

TECH SKILLS AUSTRALIA VET LOAN GRIEVANCE PROCEDURE

This policy and procedural document has been created to provide clarity around the processes and procedures for student grievances (Subdivision F - Dealing with complaints, Subsection 88, VET Student Loan Rules 2016)

Tech Skills Australia is committed to providing an effective, fair and confidential academic and non-academic grievance handling procedure for all students. Academic matters include those relate to student progress, assessment, course content or awards in a VET course.

Non-academic matters include those not relate to student progress, assessment, course content or awards in a course. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Principles

The grievance procedures shall be applied based on the following principles:

- Complainants are encouraged to settle any Grievance directly with the person(s) concerned before initiating the formal grievance.
- A Complainant should raise their Grievance with the Respondent within 14 days of the matter.
- The Complainant and Respondent shall have equal opportunity to present their case throughout each stage of the Grievance Procedure process.
- The Complainant or Respondent may consult confidentially with third party anytime.
- The Complainant and the Respondent will not be discriminated against or victimised.
- At all stages of the formal process, discussions relating to complaints, grievances and appeals will be recorded in writing.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in Student management system. A Complainant shall have access to the internal components of this procedure at no cost.

Informal Grievance

Prior to initializing a formal grievance process, the following procedures is recommended, however, these procedures are not compulsory:

1. Student requests a meeting with responsible person to discuss the matter
2. Keep records of any discussions and advice that is given
3. Proceed to formal grievance process if grievance remains unresolved

Formal Grievance

Process 1
<p>Formal grievances should be submitted in writing to CEO via info@techskillsau.com.au</p> <ul style="list-style-type: none"> • The Complainant should document the facts of the complaint, ensuring that the complaint is neither frivolous nor based on personal prejudices. • Any non-academic complaint regarding finance or refunds should be discussed with manager or CEO • Any academic complaint regarding the structure, delivery, assessment or assessment result of a training program, should be discussed with the appropriate trainer(s).
Process 2
<p>The Complainant will be advised of their right.</p> <p>The complaint may be related to, but not limited to:</p> <ul style="list-style-type: none"> • finances or refunds related to a training program, • the structure, delivery, assessment or assessment result of a training program, • the quality of administrative service <p>The matter will be determined by an independent person nominated by the CEO to investigate grievance (the Reviewer).</p> <p>The Reviewer will conduct all necessary consultations with the parties and other relevant persons and make a decision of the complaint. Each party will be advised in writing of the outcome of their complaint, including the reasons for the decision within 2 weeks of receipt of the grievance.</p> <p>The parties will be advised of their right to progress to Stage Three of the grievance process at this time if they consider the matter unresolved.</p>
Process 3
<p>Where one or both parties are not satisfied with the outcome of Process 2, they may request that the matter be escalated to an external dispute resolution process, e.g. resolve the matter through Australian Skills Quality Authority (ASQA). Written notice of the decision on review including reasons for the decision need be provided.</p> <p>ASQA's legislation allows them to investigate certain types of complaints about ASQA-regulated providers, where those providers breach the required standards and other legal requirements.</p> <p>However, you may have a valid or serious complaint about a training provider which does not involve the provider breaching ASQA's standards and legal requirements. In this case, ASQA may consider the information you have reported, and refer all or part of your complaint to another agency. You may directly contact another agency referred by ASQA.</p> <p>Complainants should go to ASQA's website https://www.asqa.gov.au/complaints to make a complaint</p>