

Complaints and Appeals Process

OUR COMMITMENT

Training Direct Australia is committed to ensuring students have an avenue for legitimate complaints and appeals arising during the training and assessment services offered by us.

We are committed to ensuring there is a transparent process for ensuring student complaints and appeals are dealt with fairly, effectively, professionally and confidentially.

We consider all complaints and appeals received as an opportunity to improve the service that we offer to all individuals, as part of our wider continuous improvement process.

SCOPE

This procedure applies to all students enrolled or seeking enrolment with Training Direct Australia for the delivery of training and assessment and associated services. It applies to all complaints and appeals that impact on Training Direct Australia's quality of training and assessment, quality of client service and compliance with the VET Quality Framework, inclusive of complaints about:

- Training Direct Australia and its trainers, assessors and other staff.
- Training Direct Australia Third Party Service Agreement personnel and other staff.
- A student of Training Direct Australia.

TYPES OF COMPLAINTS

A complaint is any expression of dissatisfaction with the standard of service provided by Training Direct Australia in relation to all training and assessment activities and processes, including but not limited to:

- Complaints
 - Course enrolment
 - Suspension and/or cancellation of enrolment
 - Program delivery
 - Marketing and promotional activity
 - Personal safety
 - Customer service and administration
 - Issue of results, certificates and statement of attainment
 - Fees and charges
 - Equity and access, discrimination, harassment and bullying
- Appeals
 - Assessment process and decision
 - Student progress and academic progress decisions

COMPLAINT PROCESS

Informal Process

Where possible all non-formal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue. Complaints can be raised with Training Direct Australia on a confidential basis at any time. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint/appeal the formal complaint process must be followed.

If a student raises an issue but is not willing to proceed with the complaint then they should be advised that because of the requirements of procedural fairness, in most circumstances Training Direct Australia can take no further action.

Formal Complaint Process

Formal complaints must be submitted in writing to Training Direct Australia marked to the attention of Operations/Compliance Manager.

Formal complaints maybe submitted via email admin@trainingdirectaust.com.au or posted to:

Operations/Compliance Manager
Training Direct Australia
PO Box 685
ROCHEDALE SOUTH QLD 4123

On receipt of the complaint, Training Direct Australia Complaints and Appeals form will be completed detailing the following information:

- Submission date of the complaint
- Complainant's full name, address, phone/email address
- Nature of the complaint
- If the complaint relates to another person(s), that person(s) full name and position or if the student is not able to provide these details as much information as possible.
- The complainant's desired outcome to the complaint

The Operations/Compliance Manager will provide an acknowledgement in writing of the complaint, a review of the complaint (for clarification) and the anticipated outcome by the complainant. If Training Direct Australia cannot investigate the complaint (for whatever reason), then the complainant will be informed and where required referred to the most appropriate body.

The complaint will be reviewed and a decision made within ten (10) working days.

Any complaint which appears to be related to any illegal activity such as theft, assault, etc., will be referred to the appropriate authority after discussion with the person making the complaint.

Where required the respondent to the complaint will be interviewed, the specific allegations that have been made about them will be outlined, and giving them the opportunity to make a full response. During the investigation process, the complainant will be given the opportunity to present his/her case with the provision of a mutually acceptable support person and/or independent adviser in attendance, if required.

The Operations/Compliance Manager will determine the appropriate action, if any and advise the parties of the action and their recourse to further action/appeal.

No action relating to an enrolment status will be taken until the complaint has been resolved. However, the Operations/Compliance Manager retains the right to take such steps as may be necessary to ensure the health, safety and welfare of the student and/or of others.

If, at any stage, the process exceeds the timelines stated, or more than 60 calendar days are needed to process and finalise the complaint, Training Direct Australia will:

- Inform the complainant in writing of the delay, including reasons why more than 60 calendar days are required; and
- Regularly update the complainant on the progress of the matter and ensure these are recorded in the Complaints and Appeals Form.

After the investigation process is complete, the Operations/Compliance Manager will provide a written response within ten (10) working days to the complainant, of the action taken and the reasons for the decision.

The Operations/Compliance Manager will review the action to determine its effectiveness and complainant's satisfaction. If the complainant is dissatisfied with the outcome of the complaint, they can appeal the outcome and request an interview with the Managing Director and an agreed witness.

Where no such agreement can be made, Training Direct Australia will engage an independent negotiator to arbitrate the situation. If no satisfactory conclusion can be reached, final arbitration will be sought from the relevant State Training Authority.

All written records of the complaint will be retained and a copy included in the relevant student's file, where applicable.

Training Direct Australia seeks to prevent complaints by ensuring that students are satisfied with their training experience, their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.

All efforts will be made to equitably come to a fair decision that reflects the needs of the student and the needs of Training Direct Australia.

APPEALS PROCESS

All students have the right to appeal decisions made by Training Direct Australia where reasonable grounds can be established.

Where a student wishes to appeal an unsatisfactory academic result, they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

An independent person or panel hears each appeal. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision

If the result is not to the student's satisfaction, they have the right to appeal the decision in writing to the Managing Director. An appeal must be made in writing with the individual's name, course code, course name and grounds for the appeal. Supporting evidence as to the reason for the appeal and addressing the grounds for the appeal should be included.

Formal appeals may be submitted via email admin@trainingdirectaust.com.au or posted to:

Managing Director
Training Direct Australia
PO Box 685
ROCHEDALE SOUTH QLD 4123

The Managing Director shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

The appellant will be formally notified in writing as to the outcome of the appeal. If the appeal is unsuccessful, the appellant will be advised of the basis for this decision.

Details of the appeals process and its outcome will be retained in student's file.

External Review

If a student is still dissatisfied with the decision of Training Direct Australia, a student may wish to take the matter further.

If not satisfied with the outcomes of these processes they should contact Australian Skills Quality Authority (ASQA) by completing the online complaint form. www.asqa.gov.au.

Where a decision or outcome is in favour of the student, Training Direct Australia shall follow the required action and recommendation to satisfy the student's appeal as soon as practicable.