



Australian College of Vocational Studies

(RTO 90857) (CRICOS Provider 02474E)

6 Hunt Street Surry Hills NSW 2010 Phone (02) 9280-4338 or (02) 9319 3777

Email: info@acvs.com.au Website: www.acvs.com.au

Complaints and Appeals Policy

ACVS recognizes the need for students, staff and other clients to have confidence that the college will deal with grievances in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood.

The college describes a grievance as a complaint arising from any situation within the control of the college, which causes a student or staff member serious discomfort, concern or distress.

The following issues are not considered grievances within the scope of this policy:

- Maintenance issues (such as broken furniture or equipment). These should be referred to a member of staff.
- Accidents/incidents (such as tripping, slipping, burning).
- Appeals against results (for example, failing a unit or getting a low grade in an assignment). Issues should be discussed with teachers and if required a formal appeal can be made to the Department head.

The college will deal with grievances according to the following principles:

- Grievances will be resolved informally where possible
- Grievance will be resolved as close as possible to the source of dissatisfaction
- Grievance procedures will be widely advertised
- People will be given the details of any allegation against them and will have the opportunity to put their side of the story before a resolution is attempted
- Proceedings should be conducted honestly, promptly and without bias.
- Issues that are of a criminal or legal nature may be referred to the police or appropriate legal agents.
- Initiating a grievance procedure

Any student, staff member or person involved with the college can express a grievance about any person, procedure or event associated with the college.

Confidentiality

In accordance with the college privacy policy, all parties involved in the grievance procedure will maintain complete confidentiality –unless approval to disclose is granted – and respect for the policy of others.

Complaints Procedures Relating to Academic Matters

ACVS believe that it is advantageous for complaints to be resolved wherever possible and appropriate, at the local level with a minimum of formal procedures.



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Any students who feel they have been unfairly dealt with in relation to an academic matter should commit to paper the exact reason for concern, making a note of instances and when they occurred. Such complaints and grievances from students will be directed to the Director of Studies. ACVS has the rights to prescribe Academic Rules and disciplinary measures.

The following complaints procedure will be used in dealing with complaints made by ACVS students relating to academic matters:

- a) The student and the Director of Studies meet and confer on the matter (within 5 working days of the initial receipt of the complaint); and
- b) If the matter is not resolved at such a meeting, the parties shall arrange for further discussion between the student and their nominated representative, if any, and more senior levels of management (within 5 working days of meeting (a));
- c) If the matter cannot be resolved it may be referred to Principal of ACVS (Within 5 working days of the meeting (b));
- d) If the matter cannot be resolved it may be referred to a mediator through ACVS independent grievance handling/dispute resolution process (within 10 working days of meeting).

While the parties attempt to resolve the matter the student will continue to attend classes as normal unless the student has a reasonable concern about an imminent risk to his or her health and safety.

ACVS will deal with reported complaints as expeditiously as the circumstances of the complaints allow. This dispute resolution process does not circumscribe a student's rights to pursue other legal remedies.

Complaints Procedures Relating to Non-Academic Matters

ACVS believes that it is advantageous for complaints to be resolved, wherever possible and appropriate, at the local level with a minimum of formal procedures.

Students, or persons who seek to enrol in a course of study at ACVS, who feel they have been unfairly dealt with in relation to a non-academic matter should write to the Principal outlining the exact reason for concern, making a note of instances and when they are entitled to access this grievance procedure. Such complaints and grievances will be directed initially to a Student Liaison Officer.

Appeals Process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognized qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the Australian Quality Training Framework.



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A fair and impartial appeals process is available to all students of ACVS. If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the trainer/assessor.

If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal.

Grounds for Appeal

An application for appeal will be considered where:

- A student claims a disadvantage because the trainer did not provide a subject outline
- A student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven, ACVS will appoint an independent assessor who will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned.

External Complaints Procedures

If the complainant requests involvement by ACPET, the process detailed below will be followed by the Principal:

- Acknowledge the request in writing within 5 business days.
- Contact the respondent to advise that the complainant is pursuing an external complaint avenue and give them with the opportunity to provide any further information in regards to their actions or the decision made by them.
- Contact ACPET within 24 hours of receiving the request for ACPET involvement. ACPET will organise a 'Round Table Conference' within 10 business days.
- If the complaint remains unresolved, the complainant can request mediation. ACVS will pay for the cost of mediation.
- ACPET will arrange an independent professional Mediator within 14 business days. ACPET will not take part in the formal mediation. At the end of the mediation session, ACVS and the complainant will sign an "agreement" agreeing to the outcomes of the mediation.
- The Principal will ensure that any recommendations stated in the agreement are implemented within 14 business days. The complainant and respondent will be notified in writing of any action(s) taken by the College as a result of the mediation.

External Independent Mediator:



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Australian Council for Private Education and Training (ACPET)

Suite 12, Level 14, 329 Pitt Street, Sydney NSW Australia

Box Q1076, QVB PO, Sydney NSW 1230

Ph: (02) 9264 4490 Fax: (02) 9264 4550

E-mail acpet@acpet.edu.au ; Website www.acpet.edu.au

All complaints and appeals are recorded and reviewed at the next available Management Meeting. Results of all appeals are communicated in writing to the student and a copy of this communication is also kept on file, both on the complaints and appeals register and in the student's individual file.

Independent Advice

The complainant will also be provided with the contact details listed below for the Office of Consumer and Business Affairs (OCBA). The complainant will be advised that the Office of Consumer and Business Affairs (OCBA) can provide information and advice regarding complaints and will offer prompt attention, confidentiality, respect, fairness, impartiality, recognition of rights, and free consultation.

Office of Consumer and Business Affairs (OCBA)

McKell Building

2-24 Rawson Place

Sydney NSW 2000

Alternatively the complainant may wish to lodge a complaint or seek further advice by contacting the National Training Complaints Hotline on: 1800 000 674