

APPEALS POLICY & PROCEDURE

Purpose

This policy outlines the process by which stakeholders of ET Australia Training College (the RTO) can lodge an appeal where decisions made by the RTO or a third party adversely impact a student or stakeholder.

The policy applies to students and other stakeholders to ensure that all appeals are addressed in a fair, transparent, and timely manner.

1. Policy Scope

This policy applies to students and other stakeholders and is a means of promoting consistent decision making.

2. Principles

The principles governing this policy are:

Fairness and Equity: All appellants will be treated fairly, impartially, and equitably.

Confidentiality: The RTO will ensure confidentiality throughout the appeals process to protect the privacy and rights of all parties involved.

Timeliness: Appeals will be addressed and resolved in a timely manner.

Non-Retaliation: No appellant will face any disadvantage or retaliation for lodging an appeal.

3. Grounds for Appeal

Students and other stakeholders may lodge an appeal based on:

Assessment Decision: Belief of an error in marking, evaluation, or assessment process.

Procedural: Belief that due process was not followed, resulting in an unfair outcome.

Bias or Prejudice: Perception of bias or unfair treatment from the decision-maker.

Administrative: Belief of an error with admission or enrolment, fees and payments, or student records.

Service Delivery: Dissatisfaction with the quality of services provided by the RTO.

4. Procedure for Lodging an Appeal

4.1 Informal Resolution (Optional)

Before lodging a formal appeal, stakeholders are encouraged to seek informal resolution by discussing concerns with the relevant staff member or the Consumer Protection Officer.

Contact details for ET Australia's Consumer Protection Officer: -

Cath Roden

Email: training@etaustralia.com

Phone: (02) 4323 1233

4.2 Formal Appeal Submission

If informal resolution is unsuccessful or inappropriate, the appellant may submit a formal appeal to ET Australia's Consumer Protection Officer as follows:

Submission:

Appeals must be lodged in writing within 14 days of the original decision.

Appeals should be submitted using the RTO's Appeal Request Form, detailing the grounds for appeal and providing supporting evidence.

All appeals must be made in writing to the Consumer Protection Officer by way of 'Appeals Request Form'. The form can be emailed to the Consumer Protection Officer training@etaustralia.com

The Consumer Protection Officer will notify ET Australia's Chief Executive Officer (CEO) of the appeal.

Acknowledgment:

The Consumer Protection Officer will acknowledge receipt of the appeal within two (2) working days.

Investigation:

The appeal will be investigated by the Consumer Protection Officer.

In complex cases, the CEO may also be involved to provide additional oversight.

If the appeal directly relates to the Consumer Protection Officer, then the appeal will be investigated by the CEO.

The investigation will include a review of relevant documentation and interviews with parties involved.

5. Outcome of the Appeal

Decision:

All appeals will be dealt with promptly. During the various stages of the process, the appellant will be provided with indicative timeframes that will apply. Timeframes will vary based on the nature of the complaint and the investigations required.

In cases of a more complex nature whereby more than 60 days may be needed to process and finalise the appeal ET Australia will ensure the appellant is notified in writing of this and keeps the individual updated regarding progress over the period of time.

The appellant will be notified in writing of the outcome and reasons for the decision.

Further Action:

If the appellant is not satisfied with the decision, they may request an external review by an independent party.

In such cases, ET Australia Training College and the appellant will agree upon an independent person or panel to mediate the complaint. The following steps will be followed:

1. ET Australia Training College will obtain a written quote for the external mediation process from an agreed mediation service provider.
2. The quote will be shared with the appellant, and if both parties agree to proceed, the costs will be shared equally unless another arrangement is made.

The costs will be clearly communicated to the complainant before the process begins.

6. External Review

If the internal appeals process does not resolve the issue to the appellant's satisfaction, they may seek an external review through regulatory bodies. Information on external contacts will be provided upon request.

7. Record Keeping

All records related to appeals, including investigation notes and decisions, will be retained for a minimum of three (3) years and handled in accordance with the RTO's Privacy Policy.

8. Responsibilities

Appellants: To submit the appeal in a timely manner with supporting evidence.

Consumer Protection Officer: To ensure a thorough investigation of the appeal and a fair decision-making process.

CEO: To provide oversight in complex or unresolved cases.

9. Review of the Appeals Policy

This policy will be reviewed annually to ensure compliance with regulatory standards and its ongoing effectiveness.

Policy Approved by: Tony Mylan

Date Approved: 21/11/2024

Next Review Date: 28/2/2025