

What you need to know – key take outs

ITeC Academy commits to:

- Providing a formal process for lodging complaints or appeals if informal resolution is not possible.
- Ensuring fair and equitable treatment for all parties involved.
- Practice open disclosure.
- Offering minimal or no-cost opportunities for complainants or appellants to present their case.
- Allowing support persons to accompany parties in relevant meetings.
- Providing a written statement of the outcome with reasons.
- Initiating the process within 10 working days of a formal lodgement and striving to resolve it promptly.

Always read this policy in conjunction with the related procedures identified below.

<p>Policy principles</p>	<ul style="list-style-type: none"> • Complaints and appeals will be handled fairly, courteously, and confidentially. • ITeC Academy will maintain transparency and accountability, making information about the procedure widely available. • Complaints can be withdrawn at any point by the complainant. • Staff involved in handling complaints will receive appropriate training.
<p>Purpose</p>	<p>An effective complaints and appeals process is vital for maintaining the quality and credibility of training services. This policy outlines the principles and references the related procedures for handling complaints and appeals at ITeC Academy, ensuring compliance with regulatory standards and fostering trust among students and Students/Stakeholders.</p>
<p>Risk statement</p>	<p>ITeC Academy has a low risk appetite for losing students unintentionally or due to customer dissatisfaction. IRT and ITeC Academy have a low risk appetite for failing to meet our legislative obligations.</p>
<p>Scope</p>	<p>This policy applies to all ITeC Academy students, employees, contractors and stakeholders, including those serviced by third parties acting on behalf of ITeC Academy and potential ITeC Academy students. Employee grievances should refer to the IRT Grievance Policy and associated procedure/s.</p>

Related procedure	<p>Employees should refer to the following sections of the RTO Procedure Manual for the detailed procedures to respond and manage a complaint or appeal;</p> <ul style="list-style-type: none"> - Complaints – non-academic matters - Appeals – academic matters
Related documents	<ul style="list-style-type: none"> • Student Handbook • RTO Procedure Manual • Complaint Form • IRT Incident Management Framework • Privacy policy • Complaints and Feedback Register - Protecht
Compliance requirements	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Standards for RTOs 2015: Standard 6 - Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively • Privacy Act 1988 • Competition and Consumer Act 2010
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1 Regulatory Standards and relevant legislation

This policy has been written to align with the Standards for RTOs 2015 and other relevant legislation and regulations. The following table explains the link between this policy and the relevant external requirements.

Standard / legislation	What this means
National Vocational Education and Training Regulator Act 2011	<p>The National Vocational Education and Training Regulator Act 2011 is legislation that establishes the Australian Skills Quality Authority (ASQA) as the national regulator for the vocational education and training (VET) sector.</p> <p>ASQA is tasked with ensuring the quality and consistency of VET services across Australia.</p> <p>ASQA has powers to investigate complaints, conduct audits of providers, impose sanctions for non-compliance, and revoke registrations or accreditations where necessary to protect the integrity and quality of the VET sector.</p>
Privacy Act 1988	<p>The Privacy Act requires that ITeC Academy have a Privacy Policy that sets out how ITeC Academy will deal with personal and sensitive information.</p>
Competition and Consumer Act 2010	<p>The Competition and Consumer Act 2010 aims to promote fair trading, competition, and consumer protection in Australia's market economy. It plays a crucial role in regulating the conduct of businesses and protecting the interests of consumers, contributing to economic efficiency, innovation, and consumer confidence.</p>
Standards for RTOs 2015	<p>Standard 6 - Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.</p>

2 Complaints – non-academic matters

IMPORTANT – THIS INFORMATION SHOULD BE READ IN CONJUNCTION WITH THE Complaints and Appeals sections in the ITeC Academy Procedure Manual.

2.1 Early Resolution

Issues should be resolved at the time they occur between the involved parties.

2.2 Lodging a Complaint

- Student/Stakeholder should attempt to resolve issues directly within 7 days.
- If unresolved, the Student/Stakeholders should write to the General Manager within 21 days.
- Written complaints are recommended, using the appropriate form if possible.
- Enter the complaint into the Complaints Register in Protecht and assign actions.

2.3 Investigating a Complaint

- Acknowledge receipt of the complaint and express an apology for the circumstance
- Investigate the matter fairly and impartially.
- Practice open disclosure and keep all parties informed of progress.
- Ensure appropriate investigation is undertaken and seek external assistance if needed.

2.4 Resolving a Complaint

- Respond to the Student/Stakeholders in writing within 5 days of receiving the complaint.
- Notify the Student/Stakeholder if resolution requires more than 30 days and provide regular updates.
- Implement corrective actions to prevent similar complaints.
- Inform all parties about the appeal process and external assistance if unresolved.

2.5 Finalising a Complaint

- Update the Complaints & Appeals Register with relevant records.

3 Appeals – academic matters

3.1 Lodging an Appeal - academic matter

- Student/Stakeholder must lodge an appeal within 10 days of the initial decision.
- Appeals should be in writing, using the appropriate form if possible.

3.2 Resolving an Appeal

- Acknowledge receipt of the appeal lodgement in writing within 5 business days.
- Organize reassessment or third-party review.
- Conduct the appeal fairly and impartially.
- Provide the appeal decision to the student within 10 business days.

3.3 Finalizing an Appeal

- Report results in Axcelerate and any corrective actions to all parties.
- Advise on external organizations that may assist if unresolved.
- Update the Complaints & Appeals Register in Protecht.

3.4 Corrective and Preventive Actions

- Enter corrective actions in the Corrective Actions register.
- Monitor and ensure corrective actions are implemented and effective.
- Implement preventive measures to avoid recurrence of issues.

3.5 Continuous Improvement

- Enter continuous improvement measures in the RTO Continuous Improvement Register.
- Complaints and appeals are reviewed as part of the continuous improvement practices of the RTO as detailed in the ITeC Academy Procedure Manual.
- Document the process, resolution, preventive measures, and Student/Stakeholder feedback data.
- The RTO Leadership Team review complaints and appeals weekly.

In practice example - complaint:

Carla and IRT Academy student mentions to one of the Administration Team (Admin.) that during her class a fellow student told her to “shut up” when she asked a question. The Trainer became flustered and told everyone to calm down and carry on. Carla said she felt embarrassed and not supported. The Admin. team member identifies that this situation is a complaint about the Trainer’s support and reports it to the RTO Manager in person and in writing. The RTO Manager contacts the student and the Trainer to understand the situation. The Trainer agrees that he could have managed the situation better and meets with Clara to apologise. The Trainer also establishes group rules for discussion and reinforces the IRT Code of Conduct and behaviour expectations outlined in the ITeC Academy Student Handbook.

In practice example - appeal:

A student receives their assessment result for evidence they have submitted for a unit of competency. The student disagrees with the result and contacts the Trainer/Assessor within 7 days of receiving the result requesting the evidence to be reassessed. The RTO Manager arranges for another approved Assessor to reassess the evidence presented by the student. The “alternate” Assessor equally determines that the evidence does not meet the unit requirements and determines the result to be; Competency Not Achieved. The Student is notified of the result in writing.

4 Roles and responsibilities

Role	Responsibility
Policy Owner – General Manager ITeC Academy	<ul style="list-style-type: none"> • Development and monitoring of implementation of policy.
Subject matter expert/s - Compliance Manager - RTO Manager	<ul style="list-style-type: none"> • Daily operational supervision of policy.
Implementation – all other IRT Academy personnel.	<ul style="list-style-type: none"> • Daily operational implementation of the policy and related procedures.
Advisory- IRT Group Communications	<ul style="list-style-type: none"> • Specialist advice re: media enquiry, potential media attention.

5 Definitions

In this Policy, words have the following meaning:

Term	Definition
Complaint	Negative feedback about services or staff that has not been resolved locally, which can be made by any person, typically students or employers.
Appeal	A written request by a student for reconsideration of a decision made during training or assessment.
RTO	Registered Training Organisation