

Student Grievances and Appeals Policy

1. Overview

Quest Training Solutions is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to the student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the Complainant's place of residence or mode of study.

2. Responsibility

The Director is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

3. General principles

These principles, which will be adhered to by Quest Training Solutions, apply to all stages of this grievance procedure:

- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored at Quest Training Solutions.
- A Complainant shall have access to the internal stages of this grievance procedure at no cost. Costs for an external appeal will be shared equally by Quest Training Solutions and the Complainant.

4. Grounds for appeal

Examples of ground for an **Academic Appeal** include:

A student claims a disadvantage:-

- because the subject Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
- because the Trainer did not provide a subject outline or clarify assessment methods
- because assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her
- because he/she has the view that a clerical error has occurred in the documenting of the assessment outcome
- because he/she believes there is a discrepancy between the practical observation or skills and theory taught and the formal assessment

Examples of grounds for a **non-Academic Appeal** include:

A student:-

- claims they have been sexually harassed
- claims they have been racially or sexually discriminated against
- claims they have been unfairly treated
- claims they have been physically or verbally abused
- has concerns about Quest's facilities, environment, health and safety or equipment
- believes his/her needs arising from disability have not been catered for.

5. Grievance Procedures

5.1 Stage One – Informal Grievance

Complainants are encouraged to first attempt to resolve academic or non-academic grievances informally with their Trainer/Assessor or other persons concerned. This can be done by speaking directly to the Trainer/Assessor or other persons concerned or by requesting mediation in a meeting with the aim of resolving the issue or grievance.

If the grievance cannot be resolved informally, then all complainants have the right to access the following formal grievance procedure.

5.2 Stage Two – Formal Grievance

Formal grievances should be submitted in writing to the Director at Quest Training Solutions Unit 104 Northpoint Plaza 8 Chandler Street Belconnen ACT 2617. The Complainant is invited to include suggestions about how the grievance might be resolved.

The Director will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 20 working days.

The Complainant will be advised of their right to access stage three of this procedure if they are not satisfied with the outcome of Stage One.

5.3 Stage Three

If the Complainant is not satisfied with the outcome of Stage Two they may lodge an appeal in writing with the Director at Quest Training Solutions, Unit 104 Northpoint Plaza 8 Chandler Street Belconnen ACT 2617

The Complainant's appeal will be determined by the Director who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 20 working days.

The Complainant will be advised of their right to progress to Stage Four of the grievance procedure if they consider the matter unresolved.

5.4 Stage Four

If the Complainant remains unsatisfied with the outcome of the mediator's decision, then they may contact:

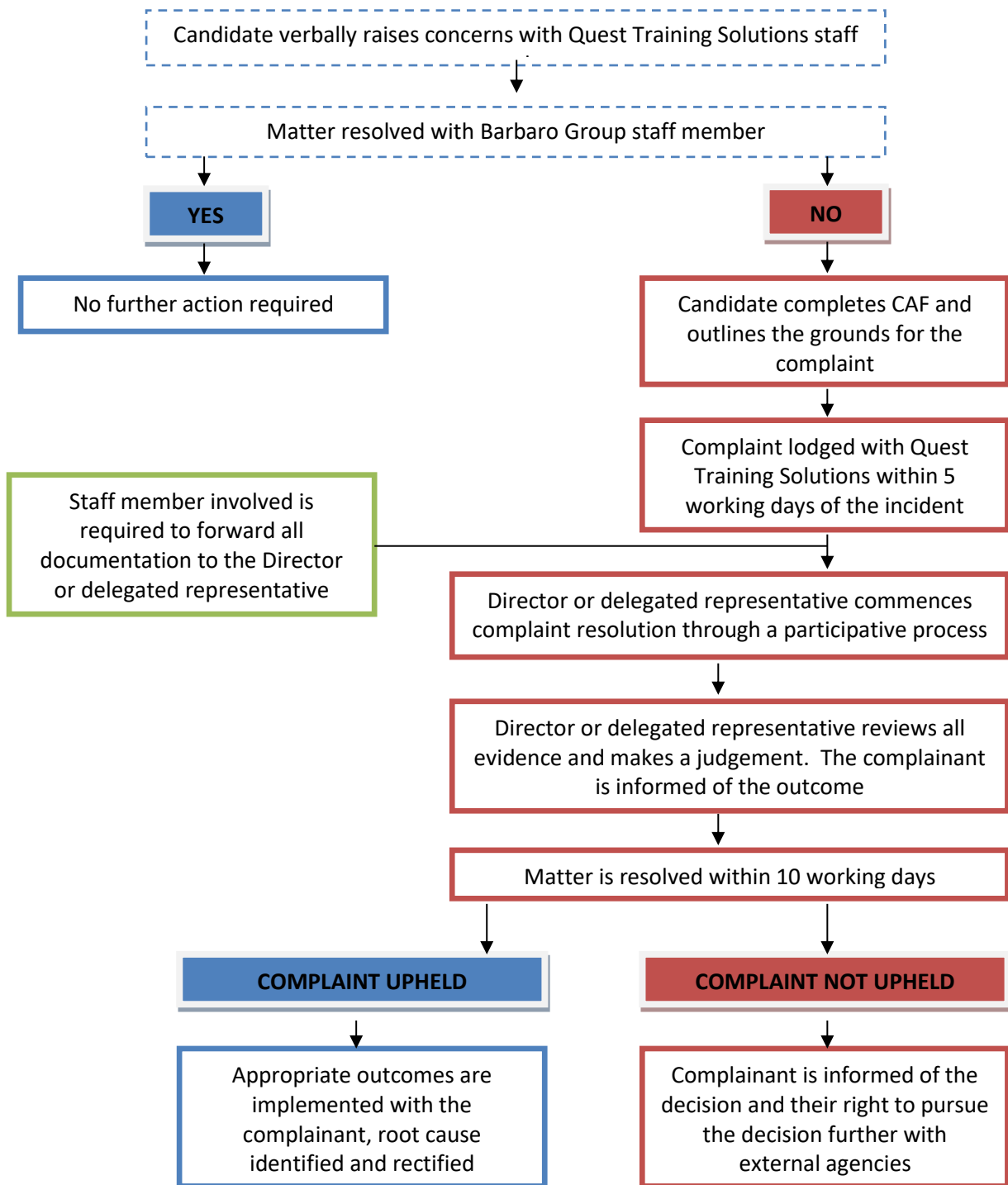
- Australian Skills Quality Authority (ASQA). For contact details and information please see: <http://www.asqa.gov.au/complaints/making-a-complaint.html>.
- ACT Fair Training at https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/2270/~/_fair-trading-for-consumers
- Skilled Capital for funded courses in the ACT <https://www.skills.act.gov.au/skilled-capital>

Remedial action:

Quest Training Solutions agrees to be bound by the recommendations arising from any external review of the complaint and the Director will ensure that any recommendations made are implemented within 30 days of receipt of the recommendations.

Any ruling made by ASQA, or an appointed third party, in relation to appeals will be published on Quest Training Solutions website www.questsolutions.com.au. Adverse findings made against Quest Training Solutions or its staff members will be communicated to relevant parties in writing. Quest Training Solutions will implement recommendations from the relevant third parties to its procedures and policies where appropriate.

ANNEX A: Complaints Process



ANNEX B: Appeals Process

