

1.03.829 COMPLAINTS, INCIDENTS & APPEALS

WHAT YOU NEED TO KNOW – KEY TAKE OUTS

The purpose of this policy is to:

- Provide students with a documented process for making complaints or grievances and if such grievances are related to assessment outcomes, participants will have access to a fair and equitable appeal process.

Always read this Policy in conjunction with the Related Procedures identified below.

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| Policy Statement | IRT Academy will provide students with a documented process for making complaints or grievances and if such grievances are related to assessment outcomes, participants will have access to a fair and equitable appeal process. |
| Purpose | To ensure that the complaints incidents and appeals approach of IRT Academy meets legislated and regulatory requirements. |
| Risk Statement | IRT has a zero risk appetite for failing to meet its legislative obligations. |
| Scope | The scope of this policy covers all IRT Academy enrolled and potential students, IRT Academy personnel and any third party(s) acting on behalf of IRT Academy. |
| Related Procedure | |
| Related Documents | <ul style="list-style-type: none"> • IRT Academy Procedure Manual • Complaints, Incidents and Appeals Register • Self-assessment: via iAuditor • Complaint Form • Assessment Decision Appeal Application • Student Records • Student Handbook • Policy 2.07 Grievance Dispute Resolution |
| Compliance Requirements | <ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Standard 6 - Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively |
| Policy Owner | Group Head IRT Academy |
| Effective Date | June 2021 |
| Review Date | June 2024 |
| Content Manager Reference Number | EDOC2021/0031709 |

1 POLICY PRINCIPLES

1.1 What is a complaint?

A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by IRT Academy in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

1.2 What is an incident?

An incident is generally a situation that occurs that could lead to negative feedback about services or staff however, the client/student has not formally submitted the concern as a complaint. An incident identified by IRT Academy in any form and must be acted on.

1.3 What is an appeal?

An appeal is an application by a student for reconsideration of a decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

1.4 Early resolution for complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should aim to be resolved at the time they occur between the persons involved.

In Practice Example:

Carla an IRT Academy student mentions to one of the Learning Solutions Team (LST) 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 LST member identifies that this situation is an incident and reports it to the Learning and Development Manager in person and in writing. The Learning and Development Manager contacts the student and the Trainer to understand the situation. The Trainer agrees that they 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 IRT Academy Student Handbook.

2 ROLES AND RESPONSIBILITIES

| Role | Responsibility |
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| Policy Owner – Group Head IRT Academy | <ul style="list-style-type: none"> • Development and monitoring of implementation of policy. |
| Subject matter expert – Learning & Development 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. |

3 DEFINITIONS

In this Policy, words have the following meaning:

| Term | Definition |
|------|----------------------------------|
| RTO | Registered Training Organisation |