



AMA SKILLS TRAINING

COMPLAINTS/CONCERNS AND APPEALS

Policy & Procedure

Objective

AMA Skills Training provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively. AMA Skills Training will act on each substantiated complaint, concern or appeal.

Requirement

AMA Skills Training uses a systematic approach to dealing with complaints, concerns and appeals. All concerns, complaints and appeals are dealt with fairly, honestly, without bias in a professional and fully documented manner.

The procedure for handling complaints, concerns and appeals is disseminated through to students prior to and at enrolment. We follow a process to look at complaints, concerns, and appeals and deal with them in a fair and equitable manner.

Once a formal receipt of complaint is received by AMA Skills Training, the Training Manager (TM) will contact the student within 48 hours to confirm receipt of form. The matter will be discussed by the TM and relevant staff and a written response will be provided back to student within 10 working days from receipt of Notice of Complaint form. If student is dissatisfied with result, they may access external appeals at little or no cost to them.

Scope

This procedure applies to all current and prospective students.

Responsible parties

The Chief Executive Officer (CEO) is responsible for the control and issue of this procedure (this may be delegated).

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Complaints/Concerns and Appeals Mechanism

AMA Skills Training ensures that all students will have access to a fair and equitable process for dealing with complaints/concerns and will provide an avenue for students to appeal against such decisions which affect the student's progress.

Every effort will be made by AMA Skills Training to resolve the student's complaints or concern. To this end, the TM is the person to refer formal complaints/concerns. At the time of enrolment the complaints, concerns procedure and appeals policy will be outlined to students.

Should the student believe that the complaint is of a level that is highly sensitive and does not wish to submit complaint form to TM then they are welcome to submit the 'Notice of Complaint Concern form' directly with the Chief Executive Officer (CEO). The CEO will meet with the student and consider the complaint following the same process as would the TM listed below.

Where complaint/concern cannot be resolved internally, AMA Skills Training will provide an outside independent person to hear the appeal/case. The independent person will be a representative from OmbudsmanSA.

There will be little or no cost to the student. The student has the right to have one support person in attendance at the meeting(s).

Directive

- All prospective course participants will be provided with a copy of this Complaints and Appeals Policy and Procedure document.
- All complaints or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the complaints and appeals procedure.
- Course participants will be provided with details of external authorities they may approach, if required.
- All complaints and appeals will be managed fairly and equitably and as efficiently as possible.
- All complaints and appeals and outcomes will be documented in writing.
- AMA Skills Training will attempt to resolve any complaints within 10 working days from receipt of notice of complaint.
- AMA Skills Training will attempt to resolve any appeal within 10 working days from receipt of notice of appeals.
- All complaints and appeals will be dealt with fairly and equitably.

Procedures

Course participants may raise any matters of concern relating to training delivery and assessment, the quality of the learning, course participants amenities, discrimination, sexual harassment and other issues that may arise.

This policy provides an avenue for most complaints, concerns and appeals to be addressed. However, in some cases alternative measures may need to be explored. It is advisable for the student to contact the TM before lodging a formal complaint, to discuss other avenues available to them.

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Complaints

Course participants, who feel they may have been unfairly treated or have not been given the full training that they expected may follow the procedures listed below.

Steps

- The student should firstly discuss the matter with their trainer/assessor. If they are not satisfied the student may then:
 - Have the matter referred to the TM for consideration.
 - The student must complete the Notice of Complaint Concern (form NG) and submit this document to AMA Skills Training addressed to the TM, ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint, who was involved, any appropriate evidence and witnesses etc...
 - The TM will contact the student within 2 working days to confirm receipt of form.
 - The TM will discuss the circumstances with the Trainer and make a decision.
 - The student will be contacted with the result within 10 working days of receipt of formal complaint; the student has 5 working days to respond to the formal decision.

Appeal

- If the student is not satisfied with the outcome, the student may then formally request a face to face meeting with the TM to formally present their case in **appeal of the decision** of TM. Once this meeting has occurred, the Training Manager will respond formally within 1 working day.
- A written statement of the appeal outcome, including reasons for the decision will be documented and provided to student.
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, AMA Skills Training acknowledges the need for an appropriate external and independent agent to mediate between the parties.
- AMA Skills Training will contract such a person as and when required. Costs for an independent agent to review and make a decision on the Appeal will be little or no cost to the student.
- The independent person will be a representative from OmbudsmanSA.

Assessment related matters

If the student has been advised that they are **Not Yet Competent**, but they believe that:

- They genuinely do have the required degree of competency; and
- They have provided reasonable proof of this to AMA Skills Training,

the student may query or appeal the result.

The process is quite simple. The TM will ensure as far as reasonably possible that all students are satisfied with the fairness and accuracy of the assessment processes.

Note: AMA Skills Training will accept an appeal against an assessment decision for a period of no longer than **2 months** after the assessment decision date.

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To appeal an assessment decision:

Steps

1. Discuss the matter with the trainer/assessor. If not satisfied the course participant should then:
2. Refer the matter to TM for consideration.
3. The student must complete the Notice of Complaint Concern (form NG) and send this document to AMA Skills Training addressed to the TM, ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the appeal.
4. The student will need to explain formally why they feel the Not Yet Competent result is not appropriate, and also attach a copy of the original Assessment Task. The Training Manager will have the Assessment Task reviewed by another Trainer and contact student with the written result within 10 working days of receipt of appeal.
5. The student has 5 working days to respond to the formal decision.
6. The student may then formally request a face to face meeting with the Training Manager to present his or her case in appeal of the decision of TM. Once this meeting has occurred, the TM will respond formally within 1 working day.
7. A written statement of the appeal outcome, including reasons for the decision will be documented and provided.
8. Where a complaint or appeal cannot be resolved through discussion and conciliation, AMA Skills Training acknowledges the need for an appropriate external and independent agent to mediate between the parties.
9. AMA Skills Training will contract such a person as and when required. Costs for an independent agent to review and make a decision on the Appeal will be little or no cost to the student.
10. The independent person will be a representative from OmbudsmanSA.

AMA Skills Training will encourage the parties to approach a complaint/appeal with an open view and to attempt to resolve problems through discussion and conciliation.

Outcome

The outcome of complaints and appeals will be entered into section D of the Notice of Complaints/Concern/Appeal - Form NG.

Where applicable, a corrective action will be generated and actioned within a set timeline.

Note: ASQA only deals with complaints about:

- *the information provided to you by AMA Skills Training about the course/s you are interested in;*
- *the delivery and assessment of the training you have received;*
- *the qualifications you have or have not been issued*

Ref: <http://www.asqa.gov.au/complaints/complaints.html>

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Records

AMA Skills Training will file records of all informal and formal discussions regarding complaints, concerns and appeals and will record such evidence on the student files and in the Student Management System database - VETtrak. If required, a Corrective Action (Form CG) will be raised and actioned, then filed in the Quality Compliance Folder and detailed in the Corrective Action Register for future reference. Complaints, concerns and appeals submitted each month will be reviewed and discussed by management at the monthly Management Meetings and recorded in the Management Review Report.

Policy developed by:-



Signature:

Date: 10/02/2015

Print name: Michelle Cockshell

Checked and confirmed by:-



Signature:

Date: 10/02/2015

Print name: Kathleen D. Stanton AM

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