

Australian Lifesaver Training has a Student Complaints and Appeals Policy and Procedure ensuring that all student grievances are considered confidentially with expediency, fairness and transparency to the satisfaction of all parties involved.

In accordance with Standard 6 of the Standards for RTOs 2015, Australian Lifesaver Training is committed to providing our staff, students and stakeholders the best possible work and study environment. We understand that on occasion, there may be instances of dissatisfaction, and Australian Lifesaver Training will acknowledge, record, address and rectify promptly. In such instances, Australian Lifesaver Training will encourage staff, students and/or stakeholders to provide Australian Lifesaver Training with feedback so that a resolution can be found. Any complaints and appeals received provides an opportunity for Australian Lifesaver Training to review and improve our processes and practices.

Standard 6. *Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. Clause 6.1 Australian Lifesaver Training has a complaints policy to manage and respond to allegations involving the conduct of:*

- a) *Australian Lifesaver Training, its trainers, assessors or other staff*
- b) *a third-party providing services on Australian Lifesaver Training's behalf, its trainers, assessors or other staff*
- c) *a learner of Australian Lifesaver Training.*
- d) *Clause 6.2 Australian Lifesaver Training has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by Australian Lifesaver Training or a third-party providing services on Australian Lifesaver Training's behalf.*
- e) *Clause 6.3 Australian Lifesaver Training's complaints policy and appeals policy:*
 - a) *ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process*
 - b) *are publicly available*
 - c) *set out the procedure for making a complaint or requesting an appeal*
 - d) *ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable*
 - e) *provide for review by an appropriate party independent of Australian Lifesaver Training and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.*
- f) *Clause 6.4 Where Australian Lifesaver Training considers more than 60 calendar days are required to process and finalise the complaint or appeal, Australian Lifesaver Training:*
 - a) *informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required*
 - b) *regularly updates the complainant or appellant on the progress of the matter.*
- g) *Clause 6.5 Australian Lifesaver Training:*
 - a) *securely maintains records of all complaints and appeals and their outcomes*

- b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.*
- h) Clause 6.6 Where Australian Lifesaver Training is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training or assessment, and does not have in place a specific complaints and appeals policy in accordance with clauses 6.1 and 6.2, the organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by Australian Lifesaver Training*

Complaints and Appeals Policy

- Australian Lifesaver Training is responsible for managing the complaints and appeals process.
- All complaints and appeals are heard and resolved typically within three weeks of receipt.
- If Australian Lifesaver Training considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.
- Australian Lifesaver Training will maintain and document all complaints and appeals received, actions taken, and decisions made to the Continuous Improvement Register as Australian Lifesaver Training view all complaints and appeals as opportunities for continuous improvement.
- Australian Lifesaver Training will undertake a continuous improvement process that includes reviewing both the details in the Complaints and Appeals Register, and the complaints and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

A staff, student and/or stakeholder can complain informally and formally about any aspect of our dealings with them, and the Student can appeal any decision we make, including assessment decisions.

Examples of complaints or appeals may include but not limited to the following:

Complaints

- Access and equity, bullying, discrimination and harassment
- Administration process
- Course information
- Course duration / training
- Customer service
- Enrolments / withdrawing from a course

- Handling fees, refunds and cancellations
- Insufficient training provided
- Lack of policies, procedures and guidelines Learning materials
- System / Portal is slow
- Venue, equipment, WHS

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Handling of complaints and appeals will follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision, or anyone who has allegations made against them, to tell their side of the story before a decision is made. In cases of an appeal, the decision maker must be independent of the decision being reviewed.

Appeals:

- Student/participant appeal against assessment outcomes and course progression.
- Student/participant is unhappy or dissatisfied with an aspect of our service delivery, they should speak to their trainer in an attempt to quickly resolve the issue.
- Staff is unhappy or dissatisfied with an aspect of company policy and procedures, they should speak to their direct supervisor.
- Employer is unhappy or dissatisfied with an aspect of our service delivery, they should speak with the Managing Director.

If the issue is with their:

- Trainer and the student/participant feel that they would prefer not to approach the trainer, then the Managing Director is available to discuss the issue.
- Direct supervisor and the staff feel that they would prefer not to approach their direct supervisor, they should consult the Managing Director and where necessary staff files are updated.

Should the complaint or appeal not be resolved in the first instance, then the student/participant is requested to formally lodge a complaint or appeal by completing the Complaints Appeals Form available for download from Australian Lifesaver Training's website.

This formal complaint or appeal will be entered into the Continuous Improvement Register for review process.

Should the nature of the complaint refer to criminal matters or where the welfare of Students or participants are in danger, Australian Lifesaver Training will, with the permission of the Student/ participant, seek assistance from other authorities such as the Police, Legal Representative or other parties as appropriate. Student/participant confidentiality will be maintained at all times as is consistent with NSW Federal and State Law.

Engagement of external assistance will be the responsibility of Australian Lifesaver Training and actions will be recorded in the Continuous Improvement Register. A formal interview will be held with the Student, the trainer (if appropriate) and Australian Lifesaver Training. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel. The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal; this will state the reasons for the decision.

The suitable independent person or panel will need to be agreed upon by both the Student and Australian Lifesaver Training, this could include another external Trainer Assessor, or it could include independent commercial mediators.

- Resolution Institute can be contacted via www.resolution.institute
- Intermediate can be contact via www.intermediate.com.au

Costs for the independent person or panel, must be pre-approved by Australian Lifesaver Training.

Australian Lifesaver Training will negotiate the identification and engagement of the mutually agreed person or panel. The data entry responsibility lies with Australian Lifesaver Training were appropriate within law.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal; this will state the reasons for the decision.

ASQA provides information on its complaints handling process at www.asqa.gov.au/complaints

Please note, that the ASQA website advises that some complaints about refunds may be directed to the consumer protection agency in your state or territory:

- Australian Capital Territory: ACT Fair Trading Phone (02) 6207 3000
- New South Wales: NSW Fair Trading Phone 13 32 20
- Northern Territory: Northern Territory Consumer Affairs Phone 1800 019 319
- Queensland: Fair Trading Phone 13 74 68
- South Australia: Consumer and Business Services Phone 13 18 82
- Tasmania: Consumer Affairs and Fair Trading Phone 1300 65 44 99

- Victoria: Consumer Affairs Victoria Phone 1300 55 81 81
- Western Australia: Consumer Protection Phone 1300 304 054

Appeals Procedure

An appeal may be based on procedures not followed and/or the assessment was not considered on its academic merits.

Appeals against the outcome of an assessment must be made within five (5) working days of receiving the assessment outcome. The student/participant will be required to complete the Complaints Appeals Form and submit the completed form to Australian Lifesaver Training Administration Manager.

Note: Assessment appeals that are submitted outside this time frame will not be considered.

Students will need to state the grounds on which the appeal is made and must contain an outline of why the student believes the original assessment decision is inappropriate. All evidence and records must be submitted for consideration. Failure to submit supporting evidence will not be considered after a final decision is made.

Australian Lifesaver Training shall maintain the enrolment of the complainant during the complaint handling process.

The Administration Manager will review the initial assessment decision, the student's completed Complaints Appeals Form, and consulting with the trainer/assessor responsible for the disputed assessment and enter information of the appeal submission to the Continuous Improvement Register.

A written record of all complaints is to be kept by Australian Lifesaver Training including all details of lodgement, response and resolution. Records relating to complaint.

Complaints are to be handled in the strictest of confidence. No Australian Lifesaver Training representative will disclose information to any person without the permission of Australian Lifesaver Training General Manager. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur.

All parties involved in the allegations will be informed and provided an opportunity to present their case

Appeals may be escalated to the Managing Director as required. If, after this process, further information is required, the Managing Director will seek additional clarification from the student.

The student will be informed of the outcome of the assessment appeal typically within thirty (30) working days of its lodgement (identified as the date of receipt of the appeal by Australian Lifesaver Training).

Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.

The decision of the Managing Director will be final, and no appeals of this decision shall be made. The Continuous Improvement Register will be updated with details regarding the appeal (student details, course, outcomes and relevant actions taken).

Submission of complaints & appeals

Ensure you download our complaints form from our website, fill as much information in and return to us.

Please submit all correspondence in writing to:

Australian Lifesaver Training
PO Box 5089
Erina Fair NSW 2250

Email:

Michelle Allen
Administration Manager
michelle@alt.edu.au