1. Policy Summary

The Complaints and Assessment Appeals Policy is established to confirm Baseline's commitment to efficiently and effectively address learners' complaints and appeals and general complaints from training organisation personnel, employers, parents, industry personnel, or any other member of the community.

The Complaints and Assessment Appeals Policy is established to ensure that all clients have and know their rights to fair and equitable treatment in all of their dealings with Baseline Training and Consulting. Any person who believes that they have been unfairly treated in any way has the right to present their case and have it dealt with fairly and effectively; and is invited to do so.

This policy outlines the requirements when dealing with Assessment Appeals and general complaints. This policy is related to SNR 16.7.

2. Policy Statement

Participants have the right to appeal an assessment outcome or the assessment process if they feel they have been unfairly disadvantaged or discriminated against. This policy also applies to skills recognition and general complaints made by training organisation personnel, employers, parents, industry personnel, or any other member of the community.

If the complaint is an assessment appeal, the trainer/assessor in conjunction with the Training Manager must attempt to resolve any disagreement regarding assessment outcomes and processes prior to a formal appeal being lodged.

<u>Grounds for a Complaint</u>

There are various grounds for lodging a complaint. These may include, but are not limited to:

- Unethical or misleading marketing undertaken by the organisation
- Facilities, equipment or premises
- Participant information provided by the organisation
- Record keeping
- Training delivery, resources or materials
- Issuance of certificates/Statement of Attainment
- Trainers and/or staff of RTO
- Changes to training programs or schedules

- Assessment methods or processes, including RPL (please see below for further details)
- Transfer, withdrawal or deferral of enrolment
- Fees imposed that were not previously disclosed
- Fraud or criminal activity
- Refunds not granted in accordance with agreed terms

Grounds for an Assessment Appeal

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- Not being fully informed of the assessment process;
- Participant's needs not taken into consideration where appropriate;
- An assessment process different to that outlined by the trainer/assessor;
- Assessment process not based on training package/course requirements;
- An inappropriate method used to assess the competency(s)/courses;
- Alleged bias of the trainer/assessor;
- Alleged incompetence of the trainer/assessor; and
- Faulty or inappropriate equipment or facilities provided by the trainer.

Treating Participant Fairly

Participants will feel confident they are being treated fairly when:

- They are clearly informed in a timely way how to appeal;
- They have an opportunity to present their case;
- They have access to support (advocate) if required;
- They are clearly informed of the appeal; and
- Appeals are resolved within realistic and fair timelines

3. Responsibilities

All complaints and assessment appeals must be managed in accordance with the associated ***Participant*** and ***Staff Procedures for complaints and appeals.***

If the complaint or assessment appeal is not resolved and all procedures were followed accordingly, complainant will be advised to contact the Australian Skills Quality Authority (ASQA) information line on 1300 701 801.

The outcome of any complaint or assessment appeal will contribute to Baseline's continuous improvement process by collecting, analysing and acting on the data presented.

4. Related Legislation/Policies/Procedures

- Procedure for General Complaint
- Procedure Assessment Appeals 'Participant'
- Procedure Assessment Appeals 'Staff'
- RTO Standards

5. Related Forms and Attachments

- Baseline Appeals Form

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