



## 1. Purpose and Scope

This policy is to ensure that all complaints and appeals submitted by students, future students, or employers are properly received, documented, and addressed. This policy provides a clear, structured process to handle complaints and appeals in a fair, timely, and confidential manner.

## 2. Policy

Axial Training is committed to ensuring that any complaint or appeal received by Axial is acknowledged and managed with appropriate care, fairness and urgency. It applies to all grievances submitted regardless of where they originate, including complaints from various locations, residential settings, and modes of study.

Axial upholds a process for current students, future students, and employers to submit complaints or appeals about any aspect of the organisation's services. This policy ensures that:

- An informal approach to the person with whom the student/employer has the complaint.
- An opportunity for the student/employer to formally present their case.
- An opportunity for an employee who is impartial to the complaint or appeal to review it.
- An opportunity for an external consultant or other appropriate body to conduct an independent review of the complaint or investigate an appeal.
- Outcomes of all complaints and appeals will be communicated in writing to the student/employer by the relevant manager.
- Access to the complaints and appeals process is free of charge to all claimants.
- For any outcome resulting in Axial being obliged to report the student/employer for unsatisfactory course progress, Axial will not do so until the student has had the opportunity to access the internal and external complaints and appeals processes and the decision supports Axial's outcome, or the period for lodging a complaint or appeal has lapsed.



## Complaints and Appeals Policy and Procedure

Axial is dedicated to handling all complaints and appeals in a fair, efficient, and timely manner. To facilitate this, the following steps allow all students and employers the opportunity to raise a complaint or appeal an academic result:

- **Initial Discussion:** The student or employer should first discuss their concern informally with their Trainer or the Administration Department. In many cases, an informal conversation may resolve the issue.
- **Formal Process:** If the concern is not resolved through informal discussion, a formal complaint or appeal can be submitted.

### Complaints

This policy empowers any party to submit a formal complaint to Axial and guarantees that all complaints are evaluated professionally, fairly, and transparently. Students or employers wishing to appeal a decision made by Axial regarding enrolment, course progress, or assessment outcomes should refer to the Appeals section of this policy.

### Process

#### To lodge a formal complaint:

Complete an Axial complaint form and lodge with the General Manager Training Operations via: Email: [complaints@axial.edu.au](mailto:complaints@axial.edu.au) or Phone: 07 3387 4400 or Post: Axial Training Pty Ltd, PO Box 1649, Springwood, Qld.4127

The complaint will be reviewed by the General Manager Training Operations in consultation with the Director – Compliance and Quality Assurance within 10 working days of the complaint being received. Complaints will be logged in the VETtrak Student Management System.

The General Manager Training Operations will go through with the Head of Faculty about the complaint received and what happens next.



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The student/employer will be contacted by the relevant Head of Faculty to discuss the complaint. Students/Employer may be accompanied by a support person at any meeting relevant to the complaint. The outcome of any meetings will be recorded against the complaint log in VETtrak Student Management System.

Axial will advise the student/employer in writing of the outcome of the complaint within 21 working days of the complaint being received. In the situation where Axial cannot finalise the case during that timeframe, students/employer will be advised of the delay within 21 working days.

Students are required to maintain their enrolment, progress and attendance for the duration of the complaints process.

If the student/employer is not satisfied with the outcome of the complaint, further contact should be made with the following external body as per below:

### **Domestic and School Students**

Department of Employment, Small Business and Training, Phone: 1800 210 210, Website: <https://www.desbt.qld.gov.au/training/apprentices/resources/information-sheets/is2> or Queensland Training Ombudsman, Phone: 1800 773 048 <https://trainingombudsman.qld.gov.au/> or New South Wales Ombudsman, Phone: 1800 451 524 <https://www.ombo.nsw.gov.au/Making-a-complaint>

### **International Students**

Overseas Students Ombudsman, Phone: 1300 362 072 for students based in Australia, +61 2 5117 3600 for students based overseas. Website: <https://www.ombudsman.gov.au/complaints/international-student-complaints>



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If the internal or external decision supports the student's/employer's complaint, Axial Training will implement any decision or corrective/preventative action required and advise the student in writing of the outcome.



All documentation relating to the complaint will be stored in Axial's student file. All complaints and outcomes will be logged in the Complaints and Continuous Improvement Register.

### Appeals (Non-Academic)

This policy allows for students to lodge an appeal against a decision made by Axial except for an appeal regarding an assessment outcome. Students who wish to appeal a decision Axial has made regarding assessment outcomes should access the **Appeals (Academic)** section of this policy.

To formally appeal a non-academic decision made by Axial, students should:

Complete an Axial appeal form and lodge with the General Manager Training Operations via: Email: [complaints@axial.edu.au](mailto:complaints@axial.edu.au) or Phone: 07 3387 4400 or Post: Axial Training Pty Ltd, PO Box 1649, Springwood, Qld. 4127. We encourage all students to provide as much detail and evidence to support their appeal.



Appeals will be accepted up to 20 working days from the date of the decision.



The appeal will be reviewed by the General Manager Training Operations in consultation with the Director – Compliance and Quality Assurance within 10 working days of the appeal being received. Appeals will be logged in the VETtrak Student Management



## Complaints and Appeals Policy and Procedure

Students may be accompanied by a support person at any meeting relevant to the appeal. The outcome of any meetings will be recorded against the appeal log in VETtrak Student Management System.

Axial will advise the student in writing of the outcome of the appeal within 21 working days of the appeal being received. In the situation where Axial cannot finalise the case during that timeframe, students will be advised of the delay within 21 working days.

Students are required to maintain their enrolment, progress and attendance for the duration of the appeals process.

If the student/employer is not satisfied with the outcome of the complaint, further contact should be made with the following external body as per below:

### **Domestic and School Students**

Department of Employment, Small Business and Training, Phone: 1800 210 210, Website: <https://www.desbt.qld.gov.au/training/apprentices/resources/information-sheets/is2> or Queensland Training Ombudsman, Phone: 1800 773 048 <https://trainingombudsman.qld.gov.au/> or New South Wales Ombudsman, Phone: 1800 451 524 <https://www.ombo.nsw.gov.au/Making-a-complaint>

### **International Students**

Overseas Students Ombudsman, Phone: 1300 362 072 for students based in Australia, +61 2 5117 3600 for students based overseas. Website: <https://www.ombudsman.gov.au/complaints/international-student-complaints>

If the internal or external decision supports the student's appeal, Axial will implement any decision or corrective/preventative action required and advise the student in writing of the outcome.



All documentation relating to the appeal will be stored in the student file. All appeals will be logged in the Complaints and Continuous Improvement Register.

### Appeals (Academic)

This policy allows for students to lodge an appeal against an assessment decision made by Axial Training. Students who wish to appeal any other decision Axial has made should access the **Appeals (Non-Academic)** section of this policy.

To formally appeal an assessment result, students should:

Complete an Axial appeal form and lodge with the General Manager Training Operations in consultation with the Director – Compliance and Quality Assurance via: Email: [complaints@axial.edu.au](mailto:complaints@axial.edu.au) or Tel: 07 3387 4400 or Post: Axial Training Pty Ltd, PO

Appeals will be accepted up to 14 consecutive days from the date your assessment result was received.

The appeal will be escalated to a senior faculty trainer to review the assessment evidence and the assessment result within 10 working days of the appeal being received. Appeals will be logged in the VETtrak Student Management System.

Students may be accompanied by a support person at any meeting relevant to the appeal. The outcome of any meetings will be recorded against the appeal log in VETtrak Student Management System.



## Complaints and Appeals Policy and Procedure

Axial will advise the student in writing of the outcome of the appeal within 21 days of the appeal being received. In the situation where Axial cannot finalise the case during that timeframe, students will be advised of the delay within 21 working days.

Students are required to maintain their enrolment, progress and attendance for the duration of the appeals process.

If the student/employer is not satisfied with the outcome of the complaint, further contact should be made with the following external body as per below:

### **Domestic and School Students**

Department of Employment, Small Business and Training, Phone: 1800 210 210, Website: <https://www.desbt.qld.gov.au/training/apprentices/resources/information-sheets/is2> or Queensland Training Ombudsman, Phone: 1800 773 048 <https://trainingombudsman.qld.gov.au/> or New South Wales Ombudsman, Phone: 1800 451 524 <https://www.ombo.nsw.gov.au/Making-a-complaint>

### **International Students**

Overseas Students Ombudsman, Phone: 1300 362 072 for students based in Australia, +61 2 5117 3600 for students based overseas. Website: <https://www.ombudsman.gov.au/complaints/international-student-complaints>

If the internal or external decision supports the student's appeal, Axial will implement any decision or corrective/preventative action required and advise the student in writing of the outcome.

All documentation relating to the appeal will be stored in the student file. All appeals will be logged in the Complaints and Continuous Improvement Register.



If a student or employer is dissatisfied with how Axial has managed their complaint or appeal, they may escalate the matter to the appropriate governing bodies listed below:

Training Services NSW, Phone: 13 28 11, <https://www.nsw.gov.au/departments-and-agencies/department-of-education/contact-training-services>

Department of Employment, Small Business & Training QLD, Phone: 1300 654 687, <https://desbt.qld.gov.au/training/training-careers/courses/studentguide/complaints>

ASQA – Phone: 13 38 73 <https://www.asqa.gov.au/about-us/how-asqa-uses-feedback/complaints-about-training-providers>

Queensland Training Ombudsman, Phone: 1800 773 048  
<https://trainingombudsman.qld.gov.au/>

New South Wales Ombudsman, Phone: 1800 451 524  
<https://www.ombo.nsw.gov.au/Making-a-complaint>

Overseas Students Ombudsman, Phone: 1300 362 072 for students based in Australia, +61 2 5117 3600 for students based overseas. Website: <https://www.ombudsman.gov.au/complaints/international-student-complaints>

### 3. Procedure

The complaints and appeals process at Axial is designed to provide a clear and structured pathway for students, future students, and employers to express concerns or challenge decisions related to general Training problems, enrolment, course progress, or assessment outcomes. We are committed to handling all complaints and appeals in a fair, transparent, and timely manner, ensuring that all parties have the opportunity to be heard and to seek resolution.

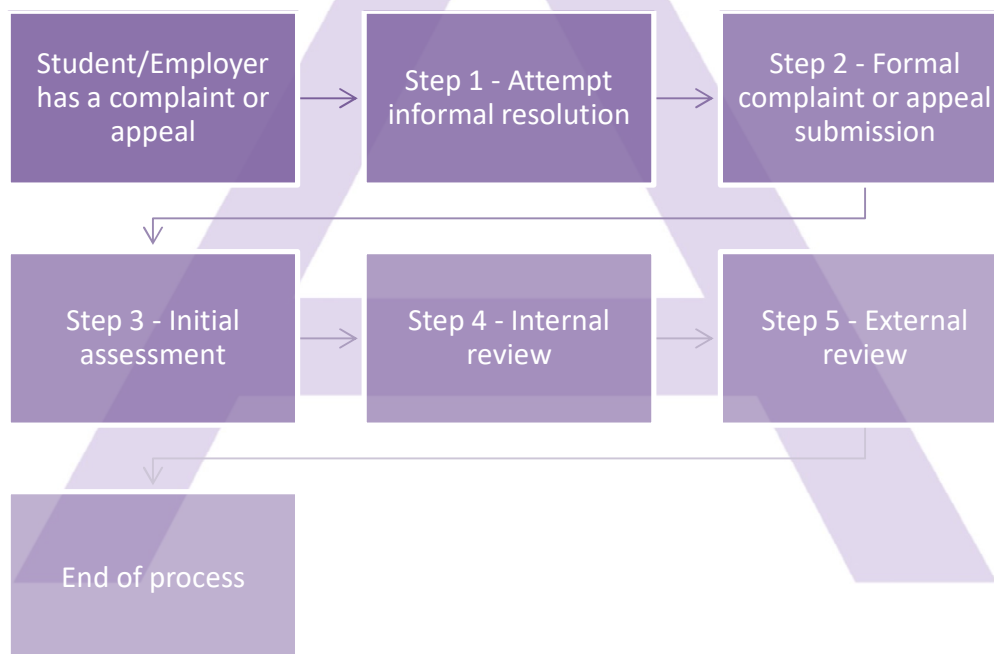
This process is structured to encourage informal resolution where possible, with clear steps for lodging formal complaints or appeals if needed. Each stage is designed to facilitate open communication and efficient handling of grievances, from initial discussions to the possibility of internal and external reviews if necessary. This process ensures that complaints and



appeals are handled with professionalism and integrity, maintaining a supportive environment for all.

### Flowchart of complaints and appeals process

The complaints and appeals flowchart presents a clear and structured visual guide to the process, enabling students, future students, and employers/clients to understand each step in addressing grievances. Starting with an informal discussion with relevant parties, the process encourages quick and amicable resolutions where possible. If unresolved, the flow advances to a formal submission phase, followed by a structured assessment and internal review by Axial. Should further action be needed, the option for an external review by a governing body is available. Each phase ensures transparency, professionalism, and fair handling of concerns, prioritising efficient and respectful resolution.





### Glossary

**Axial:** Refers to Axial Training Pty Ltd, encompassing Axial Training, Axial International College, and Axial VET in Schools, which provide vocational education and training services.

**Appeal:** A formal request by a student or employer to review a decision made by Axial, specifically regarding enrolment, course progress, or assessment outcomes.

**ASQA (Australian Skills Quality Authority):** The national regulator for Australia's vocational education and training sector, responsible for ensuring RTOs meet quality and regulatory standards.

**Complaint:** An expression of dissatisfaction by a student, future student, or employer regarding any aspect of Axial's services, which may include academic results, administrative services, or general concerns about the training experience.

**DTET (Department of Trade, Employment, and Training):** A government body in Queensland responsible for overseeing employment, small business, and training standards, including managing complaints about training providers.

**Director – Career Pathways:** An Axial management role focused on client relations, customer service, and engagement with prospective students, corporate clients, and educational partners.

**Director – Compliance and Quality Assurance:** An Axial management role responsible for compliance with regulatory standards and maintaining quality assurance within all Axial's educational services.

**External Review:** The process by which an external governing body (e.g., Queensland Training Ombudsman, ASQA) reviews a complaint or appeal if a student or employer is dissatisfied with Axial's resolution.

**Informal Resolution:** The initial step in the complaints process, where students or employers discuss concerns directly with relevant Axial staff, aiming for a quick and amicable solution.

**Intention to Report:** A formal notice issued by Axial if a student fails to meet course requirements, indicating that Axial intends to report the student's lack of progress to relevant authorities.

**Non-Academic Appeal:** An appeal related to matters outside of academic assessment results, such as decisions about student services, administrative issues, or general conduct.

**Ombudsman:** A government official responsible for investigating complaints made by students or employers about Axial's training services, available for both domestic and international students.



## Complaints and Appeals Policy and Procedure

**Support Person:** An individual (such as a family member, friend, or representative) allowed to accompany students or employers to any formal complaint or appeal meetings for support.

**VETtrak:** Axial's student management system, used for storing student and employer information, tracking complaints and appeals, and managing academic records.

**Written Outcome:** A formal written communication from Axial detailing the resolution of a complaint or appeal, which includes decisions made and any corrective actions to be implemented.

