

Purpose

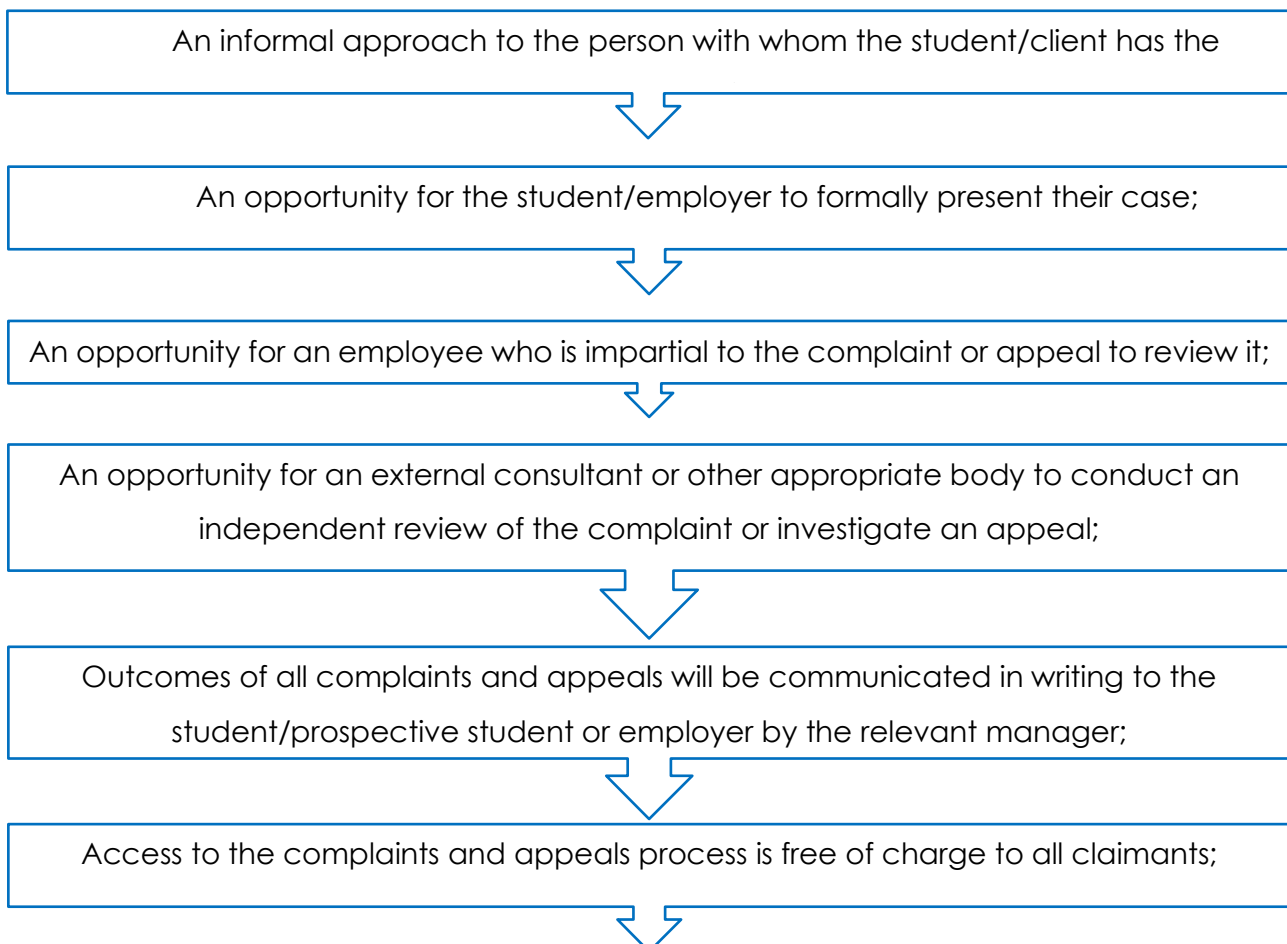
The purpose of this policy is to ensure all complaints and appeals of students and/or prospective students and employer are received, recorded and actioned appropriately. This policy provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

Overview

This policy ensures that any complaint or appeal of a decision received by Axial Training is acknowledged and managed appropriately in a timely manner. This policy applies to all complaints received by Axial Training, regardless of the location at which the grievance has arisen, the person's place of residence or mode of study.

Policy

Axial Training maintains processes whereby current students, and/or prospective students and employer seeking to enrol, may submit a complaint or appeal in relation to any aspect of the organisation's business operations. This will be maintained as an inexpensive process. This policy ensures:



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.

Axial Training is committed to ensuring any complaint or appeal is dealt with in a fair and timely manner. To enable all students the opportunity to submit a complaint or to appeal an academic result, the below process should be followed:

- ❖ Firstly, the student/employer should talk to their Trainer or our Administration Department. In the first instance an informal approach may be able to resolve the issue.
- ❖ If all parties are not satisfied with the outcome of this discussion, a formal complaint or appeal should be lodged. These forms can be provided by the Trainer or our Administration Department. The forms are also available online via the student's LIMERoom access.

Complaints

This policy allows for any party to lodge a formal complaint to Axial Training and to have the complaint assessed in a professional, fair and transparent manner. Students/Employers who wish to appeal a decision Axial has made regarding enrolment, course progress or assessment outcomes should access the relevant **Appeals** section of this policy.

To lodge a formal complaint:

Complete an Axial Training complaint form and lodge with the Head of Administration & Resourcing via: Email: trgadmin@axial.edu.au, Fax: 07 3387 4401 or Post: Axial Training Pty Ltd, PO Box 1649, Springwood, Qld.4127



The complaint will be reviewed by the Head of Administration & Resourcing within 10 working days of the complaint being received. Complaints will be logged in the VETtrak Student Management System.

The Head of Administration & Resourcing will allocate the complaint to the relevant Head of Faculty.

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: Department of Employment, Small Business and Training, Phone: 1800 210 210, Website: <https://www.desbt.qld.gov.au/training/apprentices/resources/information-sheets/is2>

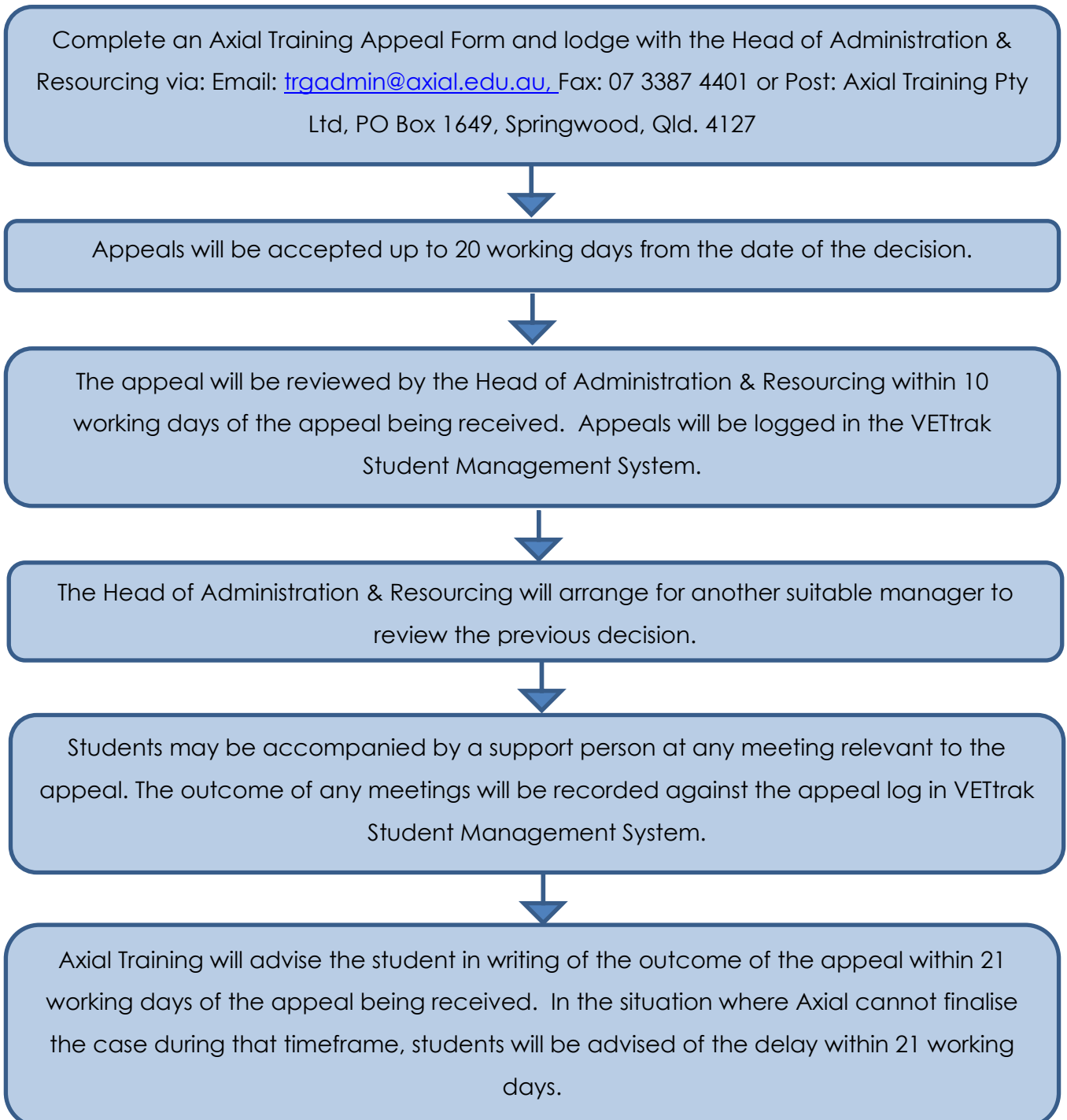
If the internal or external decision supports the student's/employer's complaint, Axial Training will implement any decision or corrective/preventative action required and advise the student in writing of the outcome.

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 Training 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 Training, students should:



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

If the student is not satisfied with the outcome of the complaint, further contact should be made with the following external body: Department of Employment, Small Business and Training, Phone: 1800 210 210, Website:

<https://www.desbt.qld.gov.au/training/apprentices/resources/information-sheets/is2>

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 Training Assessment Appeal Form and lodge with the Training Delivery Manager via: Email: trgadmin@axial.edu.au, Fax: 07 3387 4401 or Post: Axial Training Pty Ltd, PO Box 1649, Springwood, Qld. 4127

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

The appeal will be reviewed by the Training Delivery Manager within 10 working days of the appeal being received. Appeals will be logged in the VETtrak Student Management System.

The Training Delivery Manager will arrange for another suitable Trainer to review the assessment evidence and the assessment result.

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 Training 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 is not satisfied with the outcome of the complaint, further contact should be made with the following external body: Department of Employment, Small Business and Training, Phone: 1800 210 210, Website:

<https://www.desbt.qld.gov.au/training/apprentices/resources/information-sheets/is2>

If the internal or external decision supports the student's appeal, 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 appeal will be stored in the student file. All appeals will be logged in the Complaints and Continuous Improvement Register.