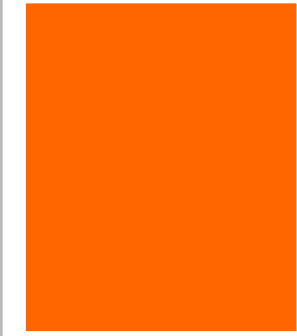


Complaints and Appeals Policy



Complaints and Appeals Policy

Volt Edge will act on each substantiated complaint.

Complaints Mechanism

1. Volt Edge ensures that all students will have access to a fair and equitable process for dealing with complaints and will provide an avenue for students to appeal against such decisions, which affect the student's progress.
2. Every effort will be made by Volt Edge to resolve the student's complaints. To this end, the Training Manager is the person to refer complaints to. At the time of enrolment this complaints procedure will be outlined to students.
3. Should a student have a complaint they should first bring this to the attention of their trainer. If the issue has not been dealt with to their satisfaction, the next step is to lodge a Complaints Notice - Form CN in writing with the Training Manager who will contact the student within twenty-four hours, (form is available from your Trainer).
4. Where complaints cannot be resolved internally, Volt Edge will provide an outside independent person to hear the case.

Policy

All prospective course students will be provided with a copy of the Complaints Policy and Procedure document after enrolment paperwork is received.

All disputes or complaints 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 procedure, course students will be provided with details of external authorities they may approach, if required.

All complaints will be managed fairly and equitably and as efficiently as possible.

All complaints appeals and outcomes will be documented in writing and the student will be given the result of outcome in writing.

Volt Edge will attempt to investigate and resolve any complaints fairly and equitably within fourteen (14) working days.

A Corrective Action Record (Form CAR) will be raised (to minimise future recurrence) and filed in the Quality Compliance folder for future reference.

Procedures

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

The policy provides an avenue for most complaints to be addressed. However, in some cases alternative measures may need to be explored.

Students 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.

Training related matters and appeals

Discuss the matter with your Trainer. If not satisfied the course student may then:

- Have the matter referred to the Training Manager for consideration. The student must send a letter or email to Volt Edge addressed to the Training Manager. Ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the complaints. The Training Manager will discuss the circumstances with another Trainer and contact the student with the result within ten (10) working days of receipt of appeal. (An opportunity to formally present his or her case and a written statement of the appeal outcome, including reasons for the decision will be documented and provided)
- Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. Volt Edge will contract such a person as and when required. Costs for an independent agent will be equally shared by both parties.
- If the student is still dissatisfied with the outcome, they may lodge a complaint with the Australian Skills Quality Authority (ASQA).

Assessment related matters

If you are advised that a Unit is Not Competent, but you believe that:

- You genuinely do have the required degree of competency
- That you have provided reasonable proof of this to Volt Edge

Then you may query or appeal that result.

The process is quite simple, and is allowed by Volt Edge to ensure that all students are fully satisfied with the fairness and accuracy of our assessment processes.

Discuss the matter with the Trainer. If not satisfied the course student may then:

- Have the matter referred to the Training Manager/ RTO Compliance Coordinator for consideration. The student must send a letter or email to Volt Edge addressed to the Training Manager. Ensure that you provide sufficient details about yourself and your course, and the circumstances. You will need to explain why you feel the Not Competent result is not appropriate, and also send a copy of your original Assessment Task. The Training Manager will have the Assessment Task reviewed by another Trainer and contact you with the result within ten (10) working days of receipt of your appeal. (An opportunity to formally present his or her case and a written statement of the appeal outcome, including reasons for the decision will be documented and provided)
- Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. Volt Edge will contract such a person as and when required

Volt Edge will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation.

The matter may be resolved by:

- Granting the appeal,
- Rejecting the appeal
- Referring the matter to an independent external assessor for resolution
- A written statement of the appeal outcome including reasons for the decision will be documented and provided