

## Student Information

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### Complaints

Students may raise any matters of concern relating to training delivery and assessment, the quality of teaching, student amenities, discrimination, harassment and other issues which may arise.

The Training Institute of Australia encourages the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, the next step is to complete and lodge a Complaints form.

### Complaints Procedure

The complaints procedure relating to any issue is as follows:

1. Informal discussion with relevant staff about the complaint
2. If this discussion does not resolve the issue the complaint must be documented on Training Institute Complaints form
3. The complaint will be reviewed by a manager and the student informed of the decision.
4. If the student is not happy with the outcome they may appeal the decision.
5. The appeal will be taken before the General Manager of the Training Institute of Australia.
6. The student will have the opportunity to verbally represent their complaint
7. If an acceptable resolution cannot be reached then external mediation will be arranged with Lesley Shaw, a VRQA & ASQA auditor.
8. If the complaint still cannot be resolved the Training Institute of Australia will advise the student of the VRQA and/or appropriate bodies where he/she can seek further assistance.

## Appeals

Students may raise appeal the result of an assessment or skills recognition application if they wish

The Training Institute of Australia encourages the parties to approach their allocated Training Representative to initiate the appeals process

### Appeal Procedure

The appeal procedures relating to the outcome of an assessment or application for skills recognition involves you initiating the following:

1. Discussion with relevant assessor/representative about the assessment
2. If it is unable to be resolved, the appeal may be submitted to the General Manager of the Training Institute of Australia who will arrange for a re-assessment or review of skills recognition
3. If the appeal cannot be resolved internally, the Training Institute of Australia will advise you to approach the VRQA and/or appropriate bodies where you may seek further assistance.
4. Students will be advised of the outcome of their appeal and the reasons for the decision in writing