

ASSESSMENT APPEALS AND COMPLAINTS POLICY

COMPLAINTS

If you have any complaints about the service you have received, please contact Connect Training Group immediately so we can rectify the problem immediately. If you are still not satisfied with the solutions or assistance provided you can formalise your complaint by completing the Complaints and Appeals Report provided below.

If they are still not satisfied with the results you can take your complaint to the:

National Code of Good Practice in your state or territory.

You can locate the contact for your state or territory from this web link: <http://www.dest.gov.au>

APPEALS

A learner has the right to appeal any assessment decision of Not Yet Competent, including RPL evidence.

Decisions can be discussed informally with your trainer/assessor by phone or email. If the outcome is still unsatisfactory to the learner has the right to formalize their case as follows:

Re-Assessment Appeal

You have 3 attempts at each assessment task and will be provided with constructive feedback and direction on each attempt.

Each assessment task can be attempted 3 times.

If a student does not agree with a decision of not yet competent, they must appeal with-in 21 days of the result being posted or advised to the learner.

Appeal against Recognition of Prior Learning (RPL)

A student can appeal a decision of not yet competent, on evidence submitted for recognition of prior learning, with-in 21 days from the result of the result being posted or advised to the learner.

If the student believes their applications for RPL:

- provides sufficient evidence entitling them to be granted RPL
- Can be supplemented with additional evidence to adequately demonstrate the skills and experience required

Academic appeals

A student must appeal a final result of assessment with-in 21 days from the Result of Assessment being issued if:

- The student has been assessed as not yet competent against specific competency standards
- The student feels they have sufficient grounds and evidence entitling them to be assessed as competent
- That student can adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of units they are appealing against.

If a student considers the response to their formal appeal unsatisfactory, they have the right to further appeal to CONNECT TRAINING GROUP's academic Board.

If they are still not satisfied with the results you can take your appeal to the:

National Code of Good Practice in your state or territory.

You can locate the contact for your state or territory from this web link: <http://www.dest.gov.au>

PROCESS

We suggest you contact the trainer or training manager directly and discuss your concerns first. If you have found the results of this informal discussion unsatisfactory, you can then formalise your complaint or appeal using our Complaints and Appeals Report (CAR).

If the complaint is against the trainer the form is to given to the Training Manager. The form is used to record complaints which will be addressed as quickly as possible.

The CAR is also used to record appeals against assessment decisions made by the trainer.

In both instances the learner has the opportunity to discuss the complaint / appeal with the Training Manager.

All outcomes will be documented and discussed either face to face if possible, or by phone or email with the learner.

Appeals or complaints must be discussed with the client within 7 days of receiving notification.

Follow up is diarised for 2 weeks after initial discussion with the client to confirm satisfaction with result.

The Training manager will review all raised Complaints and Appeals Report and will monitor the progress of each complaint or appeal. All completed Complaints and Appeals Reports will be reviewed at management review meetings to identify any recurring problems or for any opportunities for improvement.

If a student considers the response to their formal appeal unsatisfactory, they have the right to further appeal to CONNECT TRAINING GROUP's academic Board.

***Note:** The CAR is also used in-house to record any complaint or issue that staff raise. Information on the complaint/appeals process is provided in the student handbook as well as on the website.*

Complaints and Appeals Report

Once a complaint of Appeal has been raised by a student, Connect Training Group will raise a Complaints and Appeals Report to ensure follow up is actioned and/or implemented.

If you require further information on any of these processes please contact Connect Training Group on:

Phone: (07) 4055 2904 or 1300 737 434 or EMAIL: info@connect.edu.au