

ASSESSMENT APPEALS AND COMPLAINTS POLICY

COMPLAINTS

If you have any complaints about the service you have received, please contact Connect Training Group so we can rectify the problem immediately. If after discussions with Connect Training Group, you are still not satisfied with the solutions or assistance provided you can take your complaint to either:

a) **National Training Complaints Hotline: 13 38 73** or email: NTCH@education.gov.au
Web-link: <http://www.education.gov.au/NTCH>

b) **National VET Regulator (ASQA):** <http://www.asqa.gov.au/complaints/complaints.html>

APPEALS

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

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

RE-ASSESSMENT APPEAL

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.

Re-assessment or moderation of decision can occur 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
- ❖ The student can adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of units they are appealing against

This appeal process can be initiated by contacting the assessor whom made the decision, another assessor, or the director of Connect Training Group, to discuss the reasons for disagreement

APPEAL AGAINST RECOGNITION OF PRIOR LEARNING (RPL) OUTCOME

A student can appeal a decision of not yet competent for an application for RPL:

- ❖ As long as it is with-in 21 days from the result being posted or advised to the learner
- ❖ Can provide sufficient evidence entitling them to be granted RPL
- ❖ Can provide supplemented evidence to adequately demonstrate the skills and experience required

ACADEMIC APPEAL

If a student considers the response to their re-assessment appeal unsatisfactory, they have the right to further appeal to **Connect Training Group's academic Board**. This can be initiated by sending an email to: info@connect.edu.au

We will ensure any complaint is dealt with in a timely manner and within a maximum of 7 days of the complaint being made. This time allows for review and regularly correspondence between all parties.

If a student is not satisfied with the results from the academic appeal they can then take their complaint to either:

a) National Training Complaints Hotline on 13 38 73 or email: NTCH@education.gov.au

Web-link: <http://www.education.gov.au/NTCH>

b) National VET Regulator (ASQA): <http://www.asqa.gov.au/complaints/complaints.html>

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 by emailing the director: info@connect.edu.au and marking the email 'PERSONAL'.

- ❖ All outcomes will be documented and discussed by phone or email with the student
- ❖ Appeals or complaints must be discussed with the student within 7 days of receiving notification
- ❖ Follow up is diarised for 1 week after initial discussion with the client to confirm satisfaction with result