

Appeals Procedure

Procedure / PRO04

1. Purpose

The purpose of this procedure is to outline the steps for processing a client's appeal against any decision made by Hutchies Training and to ensure that procedural fairness are adopted throughout the process.

2. Scope

This procedure applies to all the programs of vocational education training conducted by Hutchies Training.

VET Quality Framework (VQF) means the following:

- the Standards for Registered Training Organisations;
- the Australian Qualifications Framework;
- the Fit and Proper Person Requirements;
- the Financial Viability Risk Assessment Requirements;
- the Data Provision Requirements.
- Definitions

3. Responsibilities

It is the responsibility of all staff, including trainers/assessors to assist clients with the appeal process.

It is the responsibility of the Senior Officer to ensure the appeal process is carried out in accordance with this procedure in a fair and unbiased manner.

4. Procedure

Clients shall use this process for appeals

- An appeal must be lodged within twenty (20) working days of the client being notified of a decision made by the Gold Coast School of Construction or in the case of academic appeals, within twenty (20) working days of the completion of the assessment. Records may be discarded after this period.
- Clients may make an informal approach to a Trainer/Assessor or administration regarding an appeal.
- If the matter is not resolved, the client's appeal may be forwarded to the Senior Officer by the trainer/assessor or the administration team. Alternatively the client may submit their appeal in writing to The Senior Officer, Gold Coast School of Construction Locked Bag 3002 Toowong DC QLD 4066.
- The Senior Officer will review the appeal within 5 working days of receiving the appeal, and provide a written statement of the appeal outcome and the reasons for the decision to the client.
- In instances where the Senior Office believes the process will take longer than 60 calendar days to process and finalise any appeals, the individual involved will be informed, in writing, the reasons why it will take longer than 60 calendar days and will then keep the individual updated on the progress of the appeal.
- If the Senior Officer cannot resolve the situation, the client can request that an Independent Panel consider the appeal. The panel shall consider the appeal within 10 working days of notification of the application. The student may have an adviser in attendance during the proceedings of the Independent Panel.

Independent Panel procedure

- Review the circumstances of the appeal and make a decision on the evidence submitted.
- Keep a record of the proceedings to ensure that the appeal procedure was conducted fairly.
- The decision of the Independent Panel shall be given in writing to the Senior Officer and the client outlining the reasons for the decision.
- A copy of the proceedings conducted by the Independent Panel and the original application form will be given to the client.
- The decision of the Independent Panel shall be final.

Membership of Independent Panel

The Panel shall consist of three persons. The background of the persons requested to sit on the panel will vary depending on the circumstances of the appeal. However it may consist of:

- Senior Officer.
- Trainer/assessor not involved with the management of the client.
- External Industry Representative e.g. Industry Skills Council, Licensing Authority.

Review of the appeal

- Each appeal will be reviewed by the Senior Officer, within 5 working days of the finalisation of the appeal, to determine the root cause of the appeal and any further action that may be required to prevent a reoccurrence. The actions required will be recorded in the VETtrak database and the actions implemented.

Client not satisfied with appeal outcome

- If a client is not satisfied with the appeal outcome they will be referred to the complaints section of the National Vet Regulator, complainants are asked to complete an online complaints form or contact the information section on 1300 701 801.

5. References

- Student Handbook
- VET Quality Framework

6. Records

- Senior Officer's report
- Independent Panel report
- Completed assessments (all filed in VETtrak student/staff files)