

STUDENT COMPLAINTS AND APPEALS

All complaints must be dealt with in a constructive and timely manner. Students are able to be accompanied or assisted by a support person at any relevant meetings of the complaint procedure. The student will continue to be enrolled at UPC while the complaints and appeals are being processed.

1. Talk to us as soon as there is a problem

In the first instance, you should talk to the Teacher/Trainer. We encourage you to talk to us and explain your concerns in person to see if this can be quickly resolved. The staff will make a note of your concerns and follow-up appropriately.

2. Meet with the Student Support Manager or Student Counselor to explain your complaint

If the problem continues or is not easy to resolve informally, please ask for a meeting with the Student Support Manager or email the Student Counselor. If it helps, you can bring a friend along with you. You will be given the opportunity to present your case.

We will make notes of the meeting, the complaint and the proposed solution that is hopefully agreed at the meeting.

We undertake to investigate the matters you have raised and respond within a reasonable time.

We will keep a record of your complaint and the outcome in our register and on file.

We may ask you to sign this record, acknowledging your involvement in the complaints process.

3. If you are still not satisfied, you may write a formal complaint to the President.

Please ask for the Complaints Form at the office or download it from the website.

Your complaint will be dealt with within 10 working days and heard by an internal panel that will provide you with the opportunity to put your case. The panel's decision, including their reasons, will be provided to you in writing as soon as possible.

4. Mediation

If the matter is still unresolved, we will suggest an independent mediation body to examine the matter. Mediation can be provided through two organisations:

- the Training Complaints hotline
- A Migrant Resource Centre where bilingual support is available if preferred by the complainant.

If the unresolved matter is not related to training delivery, you could take your complaints to the Department of Fair Trading.

If your complaint is substantiated, it is our responsibility to follow up on the issues, modify policies and procedures if required and record this action in the continuous improvement system. The student will be notified of this follow-up and corrective action.

ASSESSMENT APPEALS

From time to time, a student may be dissatisfied with the results of a major assessment and wish to appeal the decision. It is important that the appeal is settled as quickly as possible.

1. Re-submission or a second testing.

In the first instance, the teacher/trainer will consult with the HOD and depending on the circumstances, will provide an opportunity to re-sit the exam or re-submit the piece of work. It will then be marked again. The request and reasons will be recorded in writing.

2. A second Assessor will be asked to re-mark the work

The teacher/trainer should immediately inform the HOD if a re-sit or re-submit is not recommended or if the student has a grievance, disagreement or dispute about the results. The appeal issues will be discussed with the student and teacher/trainer, recorded in writing, considered by the HOD and if appropriate, we will make arrangements for re-assessment by another Trainer/assessor.

3. A written assessment appeal with an assessment panel

If the student is still not satisfied with the re-submission process and second marking, the student must put their appeal in writing. An appeal panel will be set up with the President, the Head of Department and Counselor (or a senior manager appointed by the President). The student has the right to formally present his/her case and may bring a support person to that meeting.

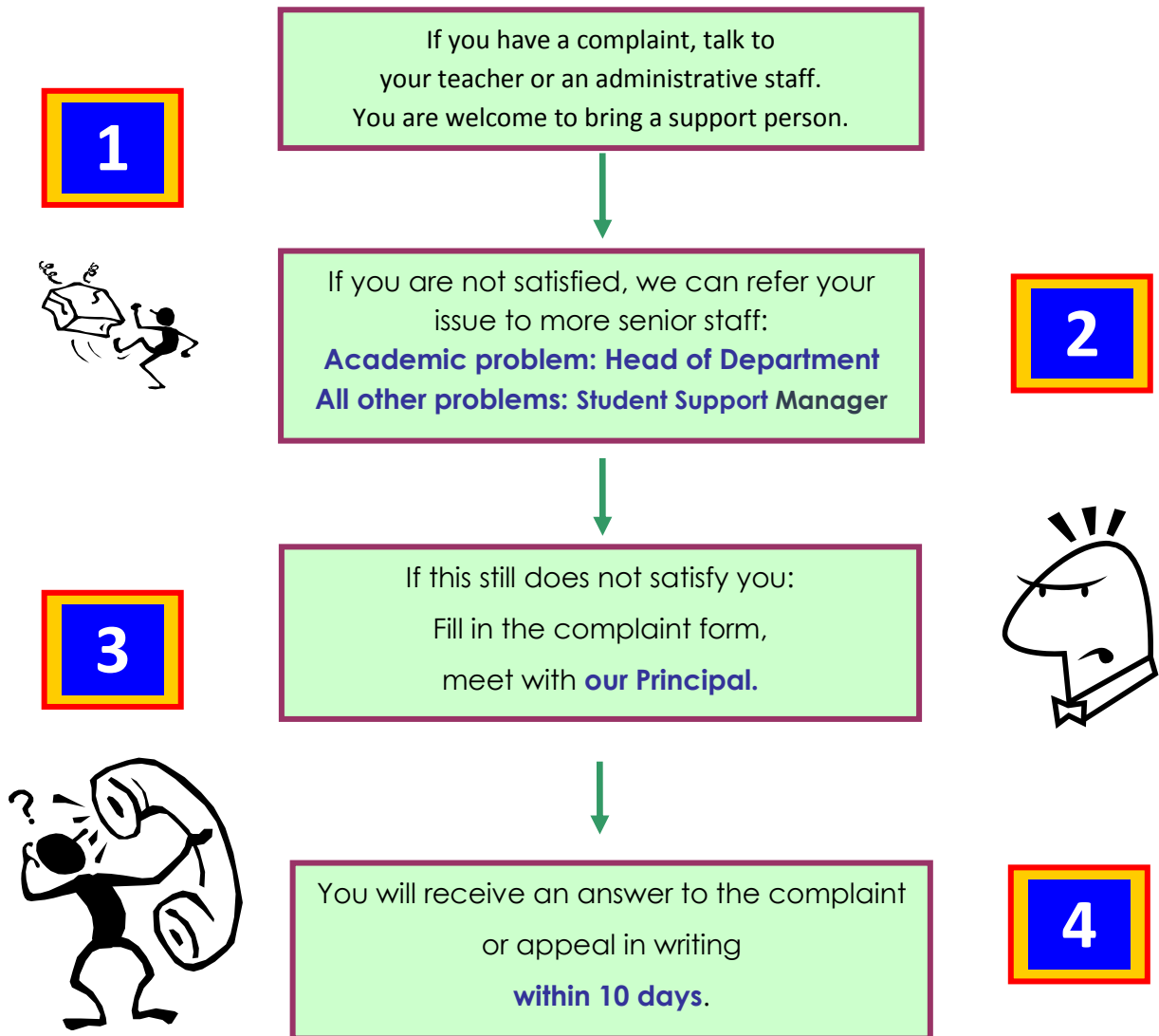
Details of the meeting will be recorded in writing and the student informed. The student will be given a written statement of the final appeal outcomes, including reasons for the decision by the College within 14 days.

4. The student has the right to take an appeal related to a VET qualification to

ASQA when other avenues have failed. Students have the right to take further action under Australian Consumer law and the right to pursue other legal remedies.

If your assessment appeal is substantiated, it is our responsibility to follow-up on the issues, modify policies and procedures if required and record this action in the continuous improvement system. The student will be notified of this follow-up and corrective action. Where appropriate, teacher/trainers will be involved in a validation of the unit assessment plan and assessment activities to benchmark their assessment practice with other teacher/trainers.

COMPLAINTS & APPEAL PROCEDURE



➤ If you are still not satisfied with the outcome at stage 4, you can continue the complaint process by following procedure.

- **Overseas students** have the right to take the complaint to the Overseas Students Ombudsman. Find out more at www.oso.gov.au or **Ph: 1300 362 072**.
- **Local students** may wish to seek a review from an independent organisation. External bodies that may be able to assist include:
NSW Ombudsman at www.ombo.nsw.gov.au or phone: **02 9286 1000** or
Anti-Discrimination Board of NSW at www.antidiscrimination.justice.nsw.gov.au/
Ph: 02 9268 5555

Students have the right to be accompanied by a friend, bilingual support person or third-party mediator at any meetings of the complaints procedure.