

Earthworks Training & Assessment Services (ETAS) RTO 50590

Complaints & Appeals (Serious Stuff) Feedback – (Good Stuff)

Summary

For any complaints you may have about ETAS or that of an ETAS employee we encourage you in the very first instance to provide us with the opportunity to discuss and resolve your complaint by contacting us directly either by phone or email. Please be aware your complaint is treated seriously, dealt with promptly, impartially, sensitively and confidentially.

You might like to, after providing us with the opportunity to discuss and resolve your concern raise it directly with the National VET Regulator Australian Skills Quality Authority (ASQA). Please go to the ASQA website for further details: www.asqa.gov.au. ASQA will provide you with advice on what further action you can take.

About your Complaint

We ensure learners have access to fair and equitable processes when dealing with complaints concerning any training or assessment issues they may have with ETAS. We make every effort to resolve a complaint in a timely manner and will support the complainant to exercise their rights to express their complaint and / or lodge a complaint if they are dissatisfied with the training and assessment services provided while undergoing training with ETAS. Complainants have the right to lodge a complaint with external agencies at any point during the complaint resolution process

In the interest of confidentiality the number of people involved in the resolution process will be kept to a minimum and both parties have the right to representation during the complaint resolution process. If ETAS employees are involved in an official capacity of the resolution process they are to maintain absolute confidentiality at all times. Victimisation of complainants, respondents or anyone else involved in the complaint resolution process will not be tolerated.

Grievance resolution procedures are based on the clear understanding that no action will be taken without consultation with complainant: using a process of discussion, cooperation and conciliation of your rights. The complaint resolution also emphasises and may include mediation and education.

A complaint may be made against, but is not limited to the following areas:

- . Training and Assessment Materials: where training and assessment materials and / or resources are thought to be inappropriate.
- . Information: where information provided either written or verbal is thought to be inappropriate or incorrect.
- . Services: where training and assessment services offered or provided are thought to be inappropriate.
- . Direct Discrimination: when a person (s) is treated unfairly, unequally or harassed on the basis of a characteristic or a presumed characteristic relating to an individual's sexuality, pregnancy, marital status, race, disability or age.
- . Indirect Discrimination: when a requirement (written or unwritten rules, traditions, practices, procedures or structures) which is the same for everyone, has an unequal or disproportionate effect or result on particular groups of people.
- . Victimisation: if a person(s) treats another less favourably because they have:
 - a. lodged an informal / formal complaint of discrimination or harassment
 - b. provided evidence or information about a complaint
 - c. reasonably maintained their right or the right of another person to lodge a complaint
 - d. acted on their rights provided by the Equal Opportunity Act

Victimisation can constitute verbal abuse, deliberate isolation by other learners or employees, denial of promotional or training opportunities or any other detriment. While the legislation provides protection against victimisation ETAS is responsible for acting to ensure that it does not occur.

- . Privacy Breach - relating to the collection, storage, and access to the collection, use and disclosure of personal information and;
- . Personal behaviours and conflict – where an individual's behaviour is considered to be inappropriate or causing disruption or conflict

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Appeal Procedures

ETAS ensure learners have access to fair and equitable processes for appeals against assessment decisions which affects the learner's progress. An appeals and reassessment process are an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- . Learners have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated or dealt with during an assessment where they feel the assessment decision was incorrect and have grounds for an appeal.
- . Every appeal will be heard by a suitably qualified independent assessor or panel from another organisation who will be asked to make an independent assessment.
- . ETAS may charge a nominal fee for the appeals process.
- . Every effort is made by ETAS to ensure the appeal is resolved in a timely manner.
- . All appeals are treated with confidentiality and not be detrimental to the appellant
- . All appeals must be lodged within 14 days of the date of the assessment result notification to the learner.

Grounds of Appeal

Valid grounds for an appeal against an assessment decision; where the student feels the assessment decision is incorrect) could include the following:

- . The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- . The judgement was not made in accordance with the Assessment Plan;
- . Alleged bias of the assessor;
- . Alleged lack of competence of the assessor;
- . Alleged wrong information from the assessor regarding the assessment process;
- . Alleged inappropriate assessment process for the particular competency;
- . Faulty or inappropriate equipment; and/or
- . Inappropriate conditions.

Appeal Outcomes May Include

In the event an appeal is upheld the following options are available:

1. The original assessment shall be re-appraised
2. A new assessment shall be conducted
3. Appeal is rejected

Feedback - Good Stuff

The ETAS Team absolutely enjoy what they do and work hard to provide quality services so learners like yourself can experience a positive, successful and rewarding learning journey. We would love you to share the good things about your learning journey with us – if so finger to the keyboard and send us an email: etas@bigpond.net.au

Queries? Please contact us at:

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