Complaints, Appeals and Student Support Policy

Organisation	Austraining (WA) Pty Ltd
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Purpose and Scope

This policy sets out how Austraining WA identifies and responds to learner support needs and how it manages complaints and appeals. It applies to all learners across all delivery contexts, including VETiS programs, workplace and employer-funded delivery, and individual adult enrolments.

This policy is read alongside the Marketing, Recruitment and Enrolment Policy and the Training and Assessment Policy. The complaints and appeals process is communicated to learners at enrolment, available on the Austraining WA website and through the RTO Data Cloud LMS throughout the program.

1. Learner Support

1.1 Before Training Commences

Before enrolment is confirmed, Austraining WA assesses each prospective learner's support needs in consultation with the learner and, where relevant, the school VET Coordinator or employer. This assessment draws on:

- the learner's LLND Assessment results
- any learning plans, health information or identified needs provided by the school or employer
- information provided directly by the learner about any disability, medical condition or personal circumstance that may affect their participation.

Austraining WA will not confirm enrolment where it does not have the resources to adequately support the learner. Where a prospective learner's needs cannot be met, Austraining WA will advise them and, where possible, refer them to a more appropriate provider or support service.

Reasonable adjustment arrangements are agreed with the learner before training begins, documented in the learner's file, and reviewed if the learner's circumstances change during the program.

1.2 During Training

Austraining WA monitors learner progress and wellbeing throughout delivery. Support includes:

- regular trainer check-ins and formative feedback during each unit
- additional one-on-one support for learners who are falling behind or having difficulty

- holiday support sessions each term break for VETiS cohorts, providing a structured, low-pressure environment with direct trainer access
- regular communication with school VET Coordinators and pastoral care teams for VETiS cohorts
- liaison with the employer or supervisor for workplace and employer-funded cohorts
- access to wellbeing resources, the complaints and appeals process, and support information through the RTO Data Cloud LMS throughout the program.

Learners are informed of how and when they can access their trainer, assessor and support staff, and queries are responded to in a timely manner.

Where a learner disengages or is at risk of not completing, Austraining WA contacts the learner and, where appropriate, their school or employer. Learners who withdraw may re-enrol within 12 months at no additional cost.

Austraining WA will advise learners as soon as practicable of any changes to agreed services, including changes to delivery arrangements, trainer allocation or third-party arrangements.

1.3 Reasonable Adjustment

Learners with disability are supported to disclose their disability if they wish to do so and reasonable adjustments are made to enable participation in training and assessment on an equal basis, consistent with the Disability Standards for Education 2005. Where a reasonable adjustment is not appropriate or possible, the learner is advised as soon as practicable with reasons.

1.4 Diversity, Inclusion and Cultural Safety

Austraining WA fosters a safe, inclusive and culturally safe learning environment for all learners. This includes actively promoting an environment that values diversity and supports First Nations learners through culturally safe delivery practices. Where cultural support needs are identified, Austraining WA will work with the learner and, for VETiS cohorts, the school, to identify appropriate support.

1.5 Wellbeing

Austraining WA identifies the wellbeing needs of its learner cohort by reference to the training product content and the characteristics of each cohort. All learners are informed of the availability of wellbeing support services and how to access them. For VETiS learners, Austraining WA works with school pastoral care teams to identify and respond to wellbeing concerns.

1.6 Child Safety

Austraining WA delivers VETiS programs to learners who are under 18. Austraining WA is committed to the safety and wellbeing of young learners and operates in accordance with the National Principles for Child Safe Organisations. Specific measures include:

- incorporating child safety risk identification and management into program planning, having regard to training content and modes of delivery
- ensuring all staff and contractors who work with VETiS learners understand their child safety obligations
- maintaining clear reporting and response procedures for any child safety concerns
- working with school pastoral care teams and VET Coordinators to share relevant safeguarding information
- ensuring the learning environment — whether physical or online — is safe and appropriate for young learners.

2. Complaints

2.1 Scope

Austraining WA will acknowledge and deal fairly, efficiently and effectively with all complaints, including complaints about:

- the quality of training and assessment
- the conduct of Austraining WA staff, trainers, assessors or contractors
- the conduct of a third party providing services on Austraining WA's behalf
- the conduct of another learner
- marketing, enrolment or administrative matters.

Learners are encouraged to raise concerns directly with the relevant trainer or staff member in the first instance. Where this is not possible or does not resolve the issue, a formal complaint may be lodged. Information about how to make a complaint is publicly available on the Austraining WA website and through the RTO Data Cloud LMS.

2.2 Lodging a Complaint

Complaints must be submitted in writing to the Training Manager or Director by:

- email to admin@austrainingwa.com.au marked 'Confidential'
- mail to the Austraining WA office
- the complaints form on the Austraining WA website at https://www.austrainingwa.com.au/complaintsappealsandpolicies

2.3 How Complaints Are Handled

Austraining WA will:

- acknowledge receipt of the complaint in writing within five business days
- investigate the complaint in a manner consistent with natural justice and procedural fairness, ensuring the complainant has the opportunity to be heard
- ensure the subject of the complaint is not involved in the investigation
- resolve the complaint and provide a written outcome within 60 calendar days
- where more than 60 calendar days are required, notify the complainant in writing with reasons and provide regular progress updates until the matter is resolved
- maintain records of all complaints and their outcomes securely for at least 24 months
- review complaint trends and take corrective action to reduce the likelihood of recurrence, with actions recorded in the Continuous Improvement Register.

Outcomes of complaints are documented and communicated to all parties to the complaint. Feedback and complaints are used to inform continuous improvement.

3. Appeals

3.1 Right to Appeal

Any learner who is dissatisfied with a decision made by Austraining WA — including an assessment decision, or a decision made by a third party delivering training on Austraining WA's behalf — has the right to appeal. The appeal must be lodged within ten working days of the learner receiving written notification of the decision.

3.2 Lodging an Appeal

Appeals must be submitted in writing to the Director by:

- email to admin@austrainingwa.com.au marked 'Confidential'
- mail to the Austraining WA office
- the appeals form on the Austraining WA website at https://www.austrainingwa.com.au/complaintsappealsandpolicies

The written appeal must state the grounds of appeal and include any supporting evidence.

3.3 How Appeals Are Handled

Austraining WA will:

- acknowledge receipt of the appeal in writing within five business days
- convene an appeals panel of at least three people, including a trainer with relevant expertise, a learner representative and the Director or delegate; the subject of the appeal will not be involved
- give the appellant the opportunity to be heard and present evidence
- provide a written outcome including reasons for the decision within five business days of the panel's determination
- resolve the appeal within 60 calendar days; where more than 60 days are required, notify the appellant in writing with reasons and provide progress updates
- where the appeal relates to an assessment decision, consider whether reassessment by a different assessor is appropriate
- maintain records of all appeals and their outcomes securely for at least 24 months.

Outcomes of appeals are documented and communicated to the appellant. Outcomes are used to inform continuous improvement.

3.4 Independent Review

At any stage of the complaints or appeals process, a learner may request that the matter be reviewed by an independent party. Austraining WA will facilitate access to independent review at no cost or low cost to the learner where the internal process has not resolved the matter to the learner's satisfaction.

3.5 External Escalation

If a complaint or appeal remains unresolved after Austraining WA's internal process is complete, learners may escalate the matter to the Training Accreditation Council (TAC) of Western Australia. TAC can investigate complaints about TAC-registered RTOs where the complaint relates to compliance with the registration standards. Matters that may be investigated include:

- the quality of training and assessment
- assessment processes including RPL
- inaccurate or misleading advertising
- failure to provide the services described in the learner agreement.

Details of how to contact TAC are available on the TAC website and are provided to learners on request.