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<b>Approved by</b>	CEO
<b>Policy Owner</b>	The Spectrum Organization Association Inc

## Policy Statement

Spectrum Training is committed to continually improving its quality of service. Students are encouraged to provide feedback to Spectrum Training about its operations and the quality of education and training they are receiving.

Spectrum Training ensures that they have a publicly available policy or procedure to deal with complaints and appeals. Complaint's policy should specify that anyone lodging a complaint must follow RTO's complaints process before making a complaint to an external regulating body. Where the RTO uses third parties to deliver services, the policy or policies will be made available to prospective students of the third parties.

Where a complaint or appeal has been received, Spectrum Training will keep evidence of how the matter was dealt with and the outcome (including the timeframes) and what steps have been taken to prevent the situation from happening again.

It is the responsibility of The Spectrum Organization to:

- Ensure processes follow the principles of natural justice and procedural fairness.
- Provide information and resources to support students in making informed decisions about their chosen course of study.
- Treat all complaints and appeals equally and fairly on a case-by-case basis.
- Ensure that this policy and procedure document is available to all students.

## Statement of Purpose

Spectrum Training, as a Registered Training Organisation (RTO), is committed to ensuring the highest quality support for our students and all the complaints and appeals are recorded, acknowledged, and dealt with fairly, efficiently and effectively.

## Scope

This policy applies to all Training and Assessment activities, staff and recourses used by the Registered Training Organisation.

## Procedures and Principles

Spectrum Training will deal with all complaints and appeals promptly, will identify the timeframes that will apply to resolution of complaints and appeals, so that complainants know how long it should take to get a response from the RTO at all stages of the process.

Spectrum Training will record all complaints and appeals received, and document outcomes and use this information to review RTO's processes and practices to ensure the issue doesn't happen again.

Spectrum will investigate any complaint or appeal lodged for either our business or any third party working under an agreement with Spectrum. The complaints may relate to:

- The enrolment, induction or orientation process.
- The quality of education provided.
- Academic issues including student progress, assessment, curriculum and awards in a VET course of study.
- Handling of personal information and access to personal records.
- Perceived misrepresentation of financial arrangements.
- Unfair treatment or discrimination.

Spectrum Training will provide an acknowledgement within five (5) working days from the date the complaint has been lodged formally and aim to resolve the issue as soon as possible.

If a complaint or appeal (including any review process) takes more than sixty (60) days to finalise, Spectrum Training will provide an update in writing to the people involved explaining the delay.

All complaints lodged (academic or non-academic) will be dealt with by the Training Manager, unless the complaint is against the Training Manager, in which case will be dealt by CEO of the Spectrum Organisation.

If the complainant is still not satisfied with the outcome of the complaint or appeal, the complainant may approach a third party or an external body for dispute resolution at their own expense. Spectrum Training is not responsible for any costs involved in recruiting an external mediation service for dispute resolution.

Spectrum Training will wait for the decision from only one external body before making a final decision on the complaint or appeal. During the wait period, Spectrum Training may suspend the student enrolment and revoke access to Spectrum's online student portal. Once the complaint has been resolved, the RTO may reinstate or cancel the student's enrolment based on the outcome and the student will be informed in writing.

The following are some external bodies that student may approach to lodge their complaint:

The National Training Complaints Hotline for VET Students	<b>Phone:</b> 13 38 73
Queensland Human Rights Commission	<b>Phone:</b> 1300 130 670
Australian Human Rights Commission	<b>Phone:</b> 1300 369 711
Office of the Australian Information Commissioner (Issues around privacy)	<b>Phone:</b> 1300 363 992

## Appeal of assessment decision

You can appeal a decision of the assessment where you have been marked “not yet competent” within seven (7) days from the date the decision was made. To raise concerns about the process of the assessment not being conducted in a supportive learning environment, students should do so in writing addressed to the Training Manager through [training@spectrum.org.au](mailto:training@spectrum.org.au).

An appeal may be lodged in relation to:

- The outcome of an assessment activity that relates to a nationally recognised module or course.
- The outcome of an RPL application.

To lodge an appeal please follow the following process:

- Try to contact your trainer/assessor and ask for clarification of the decision or for the assessment in question to be reassessed.
- If you are not satisfied with the outcome of the process, you will be required to lodge an official appeal in writing, stating the grounds on which your appeal is based with the Training Manager. The Training Manager will then investigate the appeal and notify you of the outcome.
- If you are not satisfied with the outcome of the investigation by the Training Manager, you may request that your appeal be considered by The Spectrum Organization’s CEO.

## **Policy Approval Authority**

CEO (The Spectrum Organization Association Inc)

## **Review and Evaluation**

This policy will be reviewed by training manager on an 'as required' basis or when there has been an update in the regulatory requirement.

## **Statutory and Regulatory Compliance**

- National Standards for RTOs 2015 and subsequent amendments
- Equal Opportunity legislation