



COMPLAINTS and ASSESSMENT APPEALS

PURPOSE

UPC recognises that staff and students will occasionally have a grievance concerning the operations and the academic program or other administrative matter and that to be responsive to feedback UPC requires a process to address such circumstances. Staff grievances are dealt with under the human resources policy. Student complaints and appeal processes are set out below. These policies and procedures will comply with the AQTF standards and the national Code 2007.

Both the complaints and assessment appeal process including referral to an outside will be at no cost or minimal cost to the student. Their enrolment will continue whilst this process is worked through.

Results of the complaint and appeal will be reviewed by the College and will be registered and identified as a continuous improvement request.

RESPONSIBILITY

The President

IMPLEMENTATION

The Student Services Manager, Director of Studies, student counselors, all staff and students.

PROCESS

STUDENT COMPLAINTS

All complaints must be dealt with in a constructive and timely manner.

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 the Director of Studies 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 the Director of Studies. 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 forms 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 the reasons will be provided in writing of the panel meeting. You will progress this 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 three organisations:

1. the Australian Council of Private Education and Training (ACPET) . Go to the ACPET website for more information – www.acpet.edu.au
2. the Training Complaints hotline
3. A Migrant Resource Centre where bi-lingual 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. Resubmission or a second testing.

In the first instance, the teacher will consult with the Director of Studies and depending on the circumstances will provide an opportunity to re-sit the exam or resubmit the piece of work. It will then be re-marked.

The request and reasons will be recorded in writing.

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

The teacher should immediately inform the Director of Studies 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 recorded in writing, considered by the DOS and if appropriate we will make arrangements for re-assessment by another 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 DOS and Counsellor.

The student has the right to formally present his 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.

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- A Migrant Resource Centre where bi-lingual 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 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, teachers will be involved in a validation of the subject assessment plan and assessment activities to benchmark their assessment practice with other teachers.

5. Students have the right to take further action under Australian Consumer law and the right to pursue other legal remedies.

Ask at the main office for the complaint form and assessment appeal form.