

Training and Assessment Complaints and Appeals Policy

1. Purpose

Whilst the PICAC Complaints and Appeals Policy is broader/broadly-scoped the purpose of this policy and associated procedures addresses the specific issue and purpose of managing requests for a review of training assessment decisions made by PICAC or by a third-party on its behalf.

2. Scope

PICAC is committed to fostering an environment of mutual respect and accountability where learners, staff, and stakeholders feel safe and supported to raise concerns or contest decisions.

This policy and procedure ensure:

- Learners and stakeholders can lodge complaints or appeals without fear of disadvantage.
- All concerns are addressed objectively and resolved promptly.
- Complaint and appeal outcomes contribute to continuous improvement across PICAC's training, assessment, and administrative functions.
- The principles of natural justice and procedural fairness are upheld at every stage.
- PICAC meets all regulatory requirements under the SRTOs 2025.

3. Standards Referenced

Standards for RTOs 2025:

Outcome Standards 2025

- Standard 2.7 - Feedback and complaints management at an NVR RTO ensures accessible, fair, and timely resolution of concerns about the organisation or its affiliates, supports students in raising issues, documents and communicates outcomes, and drives continuous improvement.
- Standards 2.8 - Effective appeal processes at an NVR RTO ensure that students can challenge adverse decisions through a fair, transparent, and timely system, with accessible information, independent review options, documented outcomes, and a focus on continuous improvement

Compliance Standards 2025 - NA

4. Policy Statement

Despite all efforts of PICAC to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution.

Procedures defined provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved.

This complaints and appeals process will be at no cost to the student.

5. Principle: What Compliance With This Standards Means For PICAC

PICAC must have:

- a policy for dealing with complaints about our organisation, third party, staff and other learners
- an appeals policy, in case PICAC is requested to review or reconsider a decision I has made (e.g., an assessment decision).
- PICAC must:
 - make these policies publicly available (e.g., by including them on PICAC's website),
 - make the process for lodging a complaint or appeal clear and explain what will happen as a result,
 - ensure people are not disadvantaged,

Specifically, do not,

- require them to complete overly complex forms which can be a barrier to learners expressing their concerns; or,
- require learners to provide extensive written information as part of the complaints process.

Allowing learners to easily engage with the PICAC staff about concerns they have can stop minor issues becoming larger.

PICAC's process must follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by PICAC, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Ensure that the decision-maker is independent of the decision being reviewed (e.g., an assessor should not consider or decide an appeal against an assessment decision they made).

If the person making the complaint or appeal is not happy with the outcome, make arrangements for an independent third party to review the complaint or appeal.

Note: Disclose any costs associated with a third-party review so all parties are aware of any costs they may need to pay.

Note: ASQA is not able to act as an independent third party for reviewing complaints.

Deal with complaints and appeals promptly.

Identify the timelines that will apply to resolution of complaints and appeals so that complainants know how long it should take to get a response from PICAC at all stages of the process. This will minimise the chance of complainants referring their complaint to ASQA which can incur additional costs to PICAC. If a complaint or appeal (including any review process) will take more than 60 days to finalise, PICAC will write to those involved explaining the delay.

Record all complaints and appeals received and document outcomes in PICAC's Complaints & Appeals Register and log the issue in the CI (Continuous Improvement) Register.

Use this information to review PICAC's processes and practices to mitigate against the issue recurring.

6. Supporting Processes

| Process Name | Purpose |
|-------------------------------|-------------------------------|
| Complaint & Appeal Management | Complaint & Appeal Management |

7. Supporting Documents

| Document ID | Name |
|---|--|
| Complaints and Appeals Form | Complaints and Appeals Form |
| Complaints and Appeals Register | Register of all complaints and appeals |
| Support & Progression Processes | Processes and Flowcharts |

8. Version Control:

| Version | Date | Changes |
|---------|------------|---------------|
| 1.0 | 04/09/2025 | First release |