



# QMS-161 RTO Policy Appeals Policy & Procedure

## Revision History

Date	Version	Author	Change reference
Sep 2007	1	M. Van Looy	Initial Release
Jan 2008	2	M. Van Looy	Review & Update
Feb 2009	3	M. Van Looy	Review & Update
Jan 2010	4	M. Van Looy	Review & Update
Jan 2011	5	M. Van Looy	Review & Update
Feb 2012	6	M. Van Looy	Review & Update
Mar 2013	7	M. Van Looy	Review & Update
Feb 2014	8	M. Van Looy	Review & Update
Oct 2015	9	M. Van Looy	Review & Update
Oct 2016	10	M. Van Looy	Review & Update
Jan 2017	11	P O'Connor	Review & Update
Feb 2018	12	M. Van Looy	Review & Update

## Reviewers

Date	Version	Approved by	Next review date
Oct 2015	9	M. Van Looy	Oct 2016
Jan 2016	10	P. O'Connor	Jan 2017
Jan 2017	11	M. Van Looy	Jan 2018
Feb 2018	12	P. O'Connor	Feb 2019

## **1.1 POLICY OVERVIEW**

The policies in this document have been developed to ensure that the rights and responsibilities of all students and employees involved with K.Y.M. (Victoria) Inc. (K.Y.M.) are protected.

The policies are designed to give direction to all students and staff as to the process involved when appealing any decision relating to an educational matter.

## **1.2 ADHERENCE**

Adherence to all policies and procedures set down by K.Y.M. (Victoria) Inc (K.Y.M.) is implicit in the terms and conditions of students of K.Y.M.

## **1.3 ADMINISTRATION**

Administration of the policy is delegated to the Chief Executive Officer by resolution of the Board of Directors (BOD) and shall remain in force until cancellation or amendment of said resolution.

## **1.4 POLICY STATEMENT**

The Board of Directors, together with the Chief Executive Officer, recognise that the students and staff of K.Y.M. (Victoria) Inc. have the right to raise and have resolved any decision of an educational matter including, but not limited to, complaints, or concerns, without fear or recriminations or victimisation.

Grievances that arise from physical, verbal, sexual and/ or emotional harassment or abuse, and those of a disciplinary or discriminatory nature, are covered by the procedures outlined in RTO Policy - Student Complaints and Resolutions (QMS 160). Appeals of an educational matter are addressed by this policy and may include:

- Recognition of interstate qualifications
- Refunds and/ or exchange of monies
- Client selection, enrolment and orientation
- Training and Assessment issues
- Compliance with Commonwealth, State/ Territory legislation and regulatory requirements
- Recognition of qualifications by K.Y.M. (Victoria) Inc.
- Recognition of prior learning

## **1.5 PROTECTION OF RIGHTS**

The right of all students and staff to have an appeal raised and resolved will be protected and promoted in the following manner: -

- K.Y.M. (Victoria) Inc. will make every effort to ensure an atmosphere of trust, transparency and open communication; enabling appeals to be addressed in a constructive manner
- Students/ staff will be informed of the progress of their appeal throughout the resolution process
- All parties involved will work to ensure and protect the privacy of the person making the appeal
- Appeals will be treated with gravity and addressed quickly, until resolution
- All appeals raised, and the process of appeal, will be documented and recorded. These records will be dealt with in accordance with the policies outlined in RTO Policy – Privacy, Dignity & Confidentiality (QMS 152)
- If an appeal cannot be resolved at the discretion and the Training Services Consultant, external advice and/ or mediation may be sought

#### **1.6 STEPS IN THE RESOLUTION OF AN APPEAL**

- The student/ staff member concerned will initially attempt to seek resolution of the appeal directly, with the teacher/ assessor/ trainer concerned
- If the above cannot result in a satisfactory resolution, the student/ staff member will then lodge a formal Appeals Application form to the Training Services Consultant or other designated person(s), who will endeavour to resolve the appeal
- If the above cannot result in a satisfactory resolution, all parties concerned will notify the Chief Executive Officer, who will endeavour to resolve the appeal
- The Chief Executive Officer will review the appeal and all action taken by the parties concerned. After such review, the Chief Executive Officer has the authority to make a final, binding decision, or seek external advice

#### **1.7 DOCUMENTATION**

Appeals Application Form (QMS 400-78)  
RTO Policy - Student Complaints, Appeals and Resolution (QMS 160).