

APPEALS HANDLING POLICY

Purpose

This Policy has been developed to provide guidance to both Students and Employees on the way EduNex Training receives and manages Appeals.

Scope

This Policy applies to an individual who has applied for reconsideration of an unfavourable decision made by EduNex Training.

Policy

EduNex Training is committed to providing a fair and transparent Appeals handling process.

What is an Appeal?

An Appeal is an application by a Student for reconsideration of an unfavourable decision or finding during their time with EduNex Training. An Appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within **twenty-eight (28) working days** of the decision or finding is informed to the Student.

It is important to note that a Student may Appeal any decision made by EduNex Training. Contrary to the popular belief that Appeals only relate to assessment decisions, Appeals can relate to administrative decisions that EduNex Training may make. Examples of this include an Appeal of a decision to deny a Refund or to deny an application for Credit Transfer. As the process for handling and assessment Appeal compared with an Appeal of an administrative decision is slightly different, this difference has been catered for within this Policy with adjusted processes for both situations.

Early Resolution of Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It can often be the case that a Student's decision to make an Appeal can be avoided by proper communication and consultation with Students at the time a decision is made.

Relationship to Continuous Improvement

Frequently, the Appeals handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of Appeals handling is very positive and should be actively applied by all persons involved. It is for this reason that Appeals received from stakeholders should be seen in a positive light and as opportunities for improvement.

Making an Appeal

An Appeal must be received by EduNex Training in writing using the specified form within **twenty-eight (28) working days** of the decision or finding being informed to the person.

To Appeal a decision, the person is required to complete the EduNex Training - Request for Appeal of a Decision. This form is available via our website at www.edunex.edu.au. The completed Request for Appeal Form is to be submitted to the General Manager either in hard copy or electronically via the following contact details:

Suite 5, Level 3, 13 - 15 Lake Street
Caroline Springs, VIC 3023
info@edunex.com.au

If a person seeking an Appeal has any difficulty accessing the required form or submitting the Appeal to EduNex Training, they are advised to contact EduNex Training immediately at the following phone number:

1300 EDUNEX (1300 338639)

Appeal Handling Procedure

EduNex Training will apply the following procedure to its Appeals Handling:

- Appeals must be lodged within **twenty-eight (28) working days** of the decision or finding being informed to the person. An Appeal must be submitted using the EduNex Training - Request for Appeal of a Decision.
- A person who submits an Appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the Appeal is received. This acknowledgement is intended to provide the person making an Appeal assurance that EduNex Training had received the Appeal and will review the relevant issues and provide

a response. The acknowledgement must inform the person making an Appeal that they will receive a written response within 14 days.

- Written acknowledgement should be provided using the Appeal Acknowledgement Email template.
- A written record of all Appeals is to be kept by EduNex Training including all details of lodgement, response and resolution. The Appeals register within VETtrak is to be used to record the details of the Appeal and to maintain a chronological journal of events during the Appeal handling process. Records relating to Appeal handling must be stored securely to prevent access to unauthorised personnel.
- An Appellant is to be provided an opportunity to formally present his or her case at no cost.
- Each Appellant may be accompanied and/or assisted by a support person at any relevant meeting.
- The Appeals policy must be publicly available. This means that the Appeals policy and procedure must be published on the EduNex Training website.
- The handling of an Appeal is to commence within **seven (7) working days** of the lodgement of the Appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The Appellant is to be provided a written response to the Appeal, including details of the reasons for the outcome. A written response must be provided to the Appellant within **fourteen (14) working days** of the lodgement of the Appeal.
- Appeals must be resolved to a final outcome within **sixty (60) calendar days** of the Appeal being initially received. Where EduNex Training CEO or General Manager considers that more than 60 calendar days are required to process and finalise the Appeal, the CEO or General Manager must inform the Appellant in writing, including reasons why more than 60 calendar days are required. As a benchmark, EduNex Training should attempt to resolve Appeals as soon as possible. A timeframe to resolve an Appeal within thirty (30) calendar days is considered acceptable and in the best interest of EduNex Training and the Appellant. An Appellant should also be provided with regular updates to inform them of the progress of the Appeal handling. Updates should be provided to the Appellant at a minimum of **two (2) weekly intervals**.

- EduNex Training shall maintain the enrolment of the Appellant during the Appeal handling process.
- Decisions or outcomes of the Appeal handling process that find in the favour of the Appellant shall be implemented immediately.
- Appeals are to be handled in the strictest of confidence. No EduNex Training representative is to disclose information to any person without the permission of EduNex Training CEO or General Manager. A decision to release information to third parties can only to be made after the Appellant has given permission for this release to occur. This permission should be given using the Information Release Form.
- Appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the Appeal handling process. This means that the Appellant is entitled to be heard with access to all relevant information and with the right of reply. The Appellant is entitled to have their Appeal heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)
- Appeals handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

Third Party Independent Review

Where the Appellant is not satisfied with the handling of the matter by EduNex Training, they have the opportunity for a body or person that is independent of EduNex Training to review his or her Appeal following the internal completion of Appeals handling process. Before a person seeks a review by an independent person, they are requested to first allow EduNex Training to consider the nature of the Appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the person making an Appeal should inform the Office Manager of their request who will initiate the process with the CEO or General Manager.

In these circumstances, the EduNex Training CEO or General Manager will advise of an appropriate party independent of EduNex Training to review the Appeal outcome (and its subsequent handling) and provide advice to EduNex Training in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations **within fourteen (14) working days** of their review being requested. This advice is to be accepted by EduNex Training as final, advised to the Appellant in writing and implemented without prejudice.

Where the EduNex Training appoints or engages an appropriate independent person to review an Appeal, the EduNex Training will meet the full cost to facilitate the independent review. Where the person seeking an Appeal objects to this appointment and requests to engage a person or organisation, they nominate to undertake the review, the EduNex Training may seek the person seeking an Appeal to contribute to the cost of engaging this person to undertake the review. This is advised to the person seeking an Appeal within the Student Handbook.

Where an Appeal is received by EduNex Training and the CEO or General Manager feels that they may be bias or there is a perception of bias, then the Appeal is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Appeals

Where the Appellant remains not satisfied with the outcome of the Appeals handling procedure, the Appellant is to be directed to the following external agencies:

- In relation to consumer protection issues, these may be referred to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, the person may refer their Appeal to the **National Training Complaints Service** via the following phone Hotline Number: 13 38 73. The National Training Complaints Service also provides an opportunity for Students to lodge their grievance with an external agency who will follow up and investigate their complaint.

This guidance is communicated to Students within the Student Handbook. It is expected that the above agencies will investigate the persons concerns and contact the EduNex Training for information.

The EduNex Training is to cooperate fully with agencies such as the National Training Complaints Service or Australian Skills Quality Authority (ASQA) that may investigate the handling of an Appeal. EduNex Training considers that it would be extremely unlikely that Appeals are not able to be resolved quickly within EduNex Training internal arrangements.

Record Management of Appeals Records

Records relating to Appeals will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are submitted by the Appellant or generated by EduNex Training. There is also a record of the Appeal maintained within the EduNex Training Student Management System VETtrak. This includes the details about the Appeal and a diary log which records the progress of the Appeal handling and closure. This record also records identified opportunities for improvement that result from Appeals handling.

All records regardless of their format (excluding VETtrak) will be saved in a digital format into a secure folder located on the EduNex Training file storage. Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the CEO or General Manager. Records stored on VETtrak are to be accessible only to VETtrak Administrators and Managers.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of the Appellant.
- Records must be kept to avoid damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

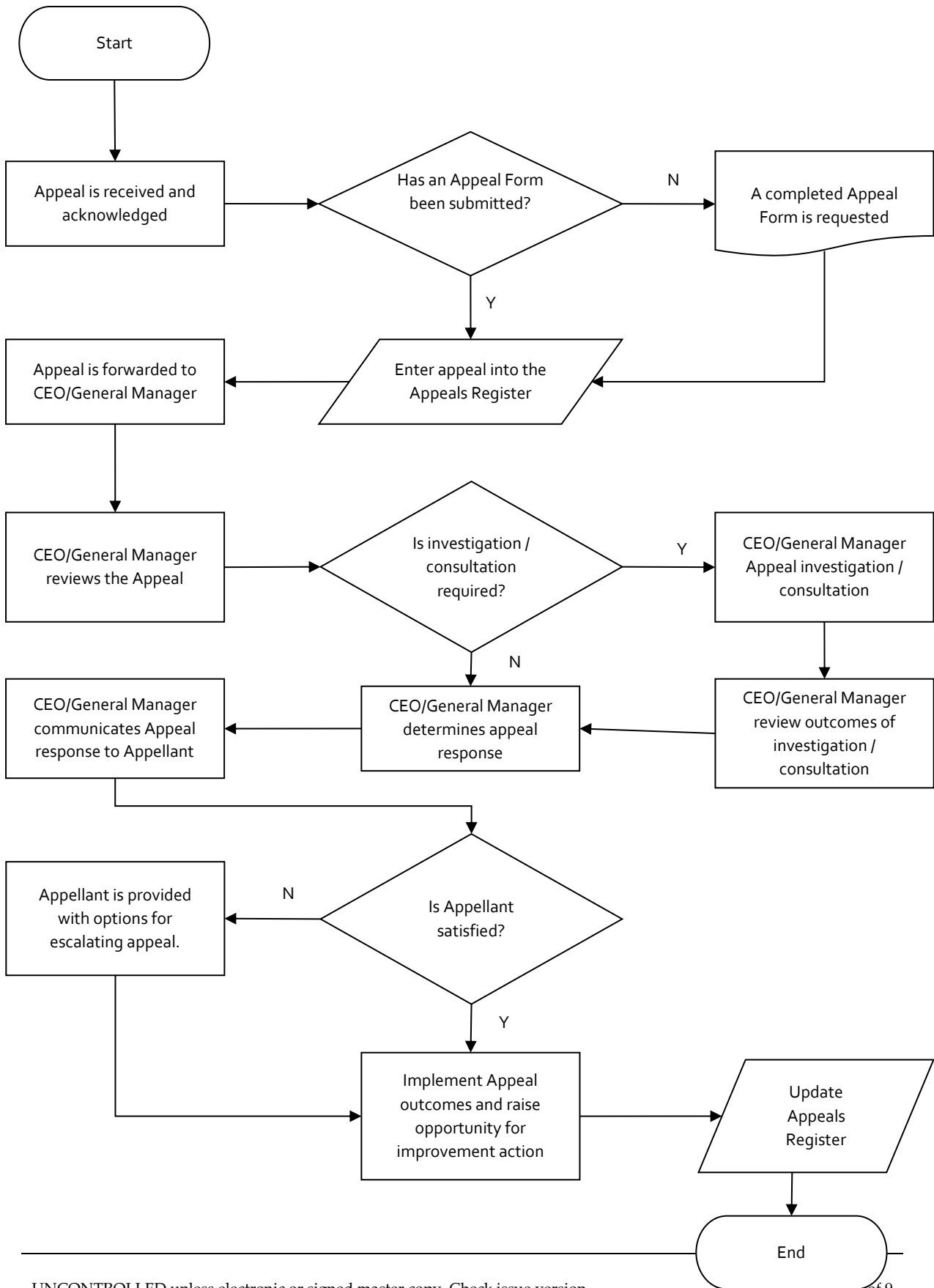
Period of Retention of Appeals Records

EduNex Training is to retain records relating to Appeals handling for a minimum of five (5) years.

Destruction of Appeals Records

EduNex Training CEO is the only person who can authorise (in writing) the destruction of Appeals handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being recycled.

Administrative Appeals Handling Process (Diagram Below)



Assessment Appeals Handling Process

