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## REGISTERED TRAINING ORGANISATION 52508

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### Grievance Policy and Procedure Training Participants

#### RTO 29

#### Grievance Policy:

As part of TRAINING WORX (AUST) PTY LTD's Program Provision, Policy and Grievance Procedures have been formulated for implementation.

TRAINING WORX (AUST) PTY LTD protects the right to fair and equitable access, delivery, assessment and certification of all course participants.

The Grievance Procedures are the implementation strategies for this Policy.

#### DEFINITION OF A GRIEVANCE FOR THE PURPOSE OF THIS POLICY

*A grievance is a question or complaint in respect of any matter affecting the relationship between the trainer/assessor and the trainee/group of trainees (course participants).*

*Grievances may involve issues of training policy and processes and include matters such as appeals regarding access, delivery strategies and fair dealings, assessment, recognition of prior learning and certification.*

*It should be noted that these procedures are different to and separated from Sexual Harassment grievance procedures.*

*A separate policy and procedure has been formulated to cover Sexual Harassment grievances.*

Where a grievance arises, an attempt shall be made by the aggrieved party and their trainer/assessor to resolve the grievance at the local level to the satisfaction of all parties.

## PROCEDURES

- 1 Grievances should be handled as far as possible using the consultative grievance procedure (see page three).
- 2 Resolution of grievances should occur as quickly as possible.
- 3 Joint consultative mechanisms should be promoted at all times.
- 4 Confidential records of types of grievances will be maintained and reported on a regular basis to the Management preserving confidentiality and security.
- 5 Grievances can be withdrawn at any time.
- 6 An aggrieved party can seek external advice or advocacy at any stage.
- 7 Records of grievances and their outcomes must be made and are to be maintained so that they may be provided to internal and external auditors on request.
- 8 A “What to do if you have any issues and concerns about your training / assessment” information sheet to be handed out to complainants to assist in ensuring the grievance / complaint is able to be addressed.

### Reference:

### References:

Standards for RTOs 2015

RTO 01 Access and Equity Policy  
RTO 02 Anti-Discrimination, Victimization and Bullying Policy and Procedure  
RTO 10 Code of Practice – TRAINING WORX (AUST) PTY LTD  
RTO 14 Customer Service Policy  
RTO 16 Discipline Policy and Procedures – Training and Assessment Staff  
RTO 17 Discipline Policy and Procedure – Training Participants  
RTO 21 Equity Inclusive Policy and Procedure  
RTO 26 Grievance and Appeals Policy  
RTO 27 Grievance and Appeal Log  
RTO 32 Marketing and Advertising Policy and Procedure  
RTO 33 Minimum Competence of Training/Assessing Staff  
RTO 36 Recognition Policy and Procedure  
RTO 37 Occupational Safety and Health Policy and Procedure  
RTO 42 Privacy Protection Policy  
RTO 47 Refund Policy and Procedure  
RTO 49 Recognition of Prior Learning (RPL) Policy and Procedure  
RTO 55 Student Information Booklet

What to do if you have any issues and concerns about our training / assessment undertaken with  
TRAINING WORX (AUST) PTY LTD

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### STUDENT INFORMATION SHEET

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First discuss your issue with your trainer / assessor – and if you are not satisfied you should then take the following action.

Record the grievance in writing and lodge with the RTO Director of Training TRAINING WORX (AUST) PTY LTD

TRAINING WORX (AUST) PTY LTD will then acknowledge the grievance request in writing.

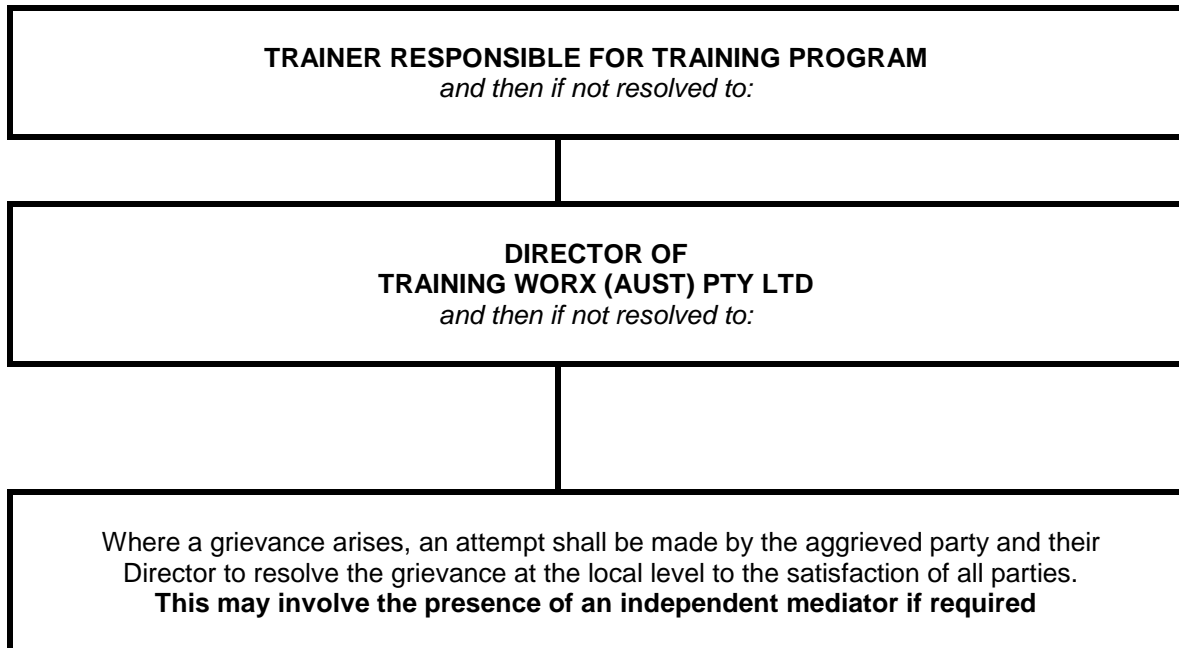
Instructions to candidate:

1. What are the circumstances surrounding the situation?
2. Who was involved?
3. Why you feel unfairly treated?
4. Do you have any evidence?
5. Date the situation took place and where.
6. Indicate the names of any witnesses who could support your case.
7. The grievance will be evaluated, and a decision made by the staff involved.
8. If you are not satisfied, then you and the staff involved will discuss the grievance with the Director.
9. A decision will be made by the Director based on the evidence by you and the staff member involved.
10. The Director will report back to you concerning the result of the grievance.
11. A mediator will be appointed if you do not agree with the result of the grievance (e.g. Director of the organisation or a representative). The mediator must be agreeable to both parties.
12. You have the right to appeal against the grievance decision up to two weeks after completion of any course.
13. Each appeal will be heard by an independent person or panel and a record will be maintained of the grievance and its outcomes.
14. You will be given the opportunity to formally present your case – you may bring someone with you to provide you with moral support should this be your wish.
15. You will be given a written statement that outlines the appeal outcomes including the reasons for the decision.

**GRIEVANCE PROCEDURE FLOWCHART**

Grievances are to be resolved at the local level wherever possible and where no resolution has been achieved then grievances will need to be progressively referred to a more senior officer or external agency for equitable consideration and resolution.

**TRAINING PARTICIPANT WITH GRIEVANCE APPROACHES:**



**NB: Extended Appeal Process**

- Should the Appeals process last more than 60 days in order to be finalized to mutual satisfaction of both the candidate and the RTO, the candidate will be advised in writing of reasons why the process has been extended.
- During this extended period, regular updates, in writing on the progress of the appeal will be forwarded to the candidate.

**The complaints and appeals policy ensure that the principles of natural justice and procedural fairness are adopted at every stage of the process – Training Worx (Aust) Pty. Ltd fully adopts these procedures when managing any grievance.**

**These are:**

- the right to be heard, the evidence rule, and the rule against bias.
- In practice this might mean:
- informing those involved of the allegations made
- providing those involved with an opportunity to present their side of the matter
- basing all decisions on evidence not hearsay (where the standard of proof is ‘on the balance of probabilities’, rather than ‘beyond all reasonable doubt’) and
- operating in a fair and unbiased way.