RTO Grievance Procedure

A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is made in writing to the RTO Manager.

Berendale School RTO welcomes suggestions or ideas for improving our services and being informed about any difficulties in dealing with us.

This procedure describes the process by which trainers and participants may have problems addressed effectively, efficiently, professionally and confidentially.

1. The complainant is encouraged to discuss the complaint with the relevant trainer/assessor or any staff member.
2. If the complaint is unable to be resolved, the grievance should be recorded in writing and lodged with the RTO Manager.
3. The RTO Manager is responsible for investigating a complaint and recommending the appropriate course of action.

If the complaint is about a specific individual, the RTO Manager's response will include:

- Informing the person about whom the complaint is made and seeking their views and perspective
- Giving consideration to the use of a mediator
- Informing the complainant of the outcome of the complaint in writing within 5 working days

4. If the matter remains unresolved the complainant will have the opportunity to direct a written complaint to the RTO's Chief Executive. The Chief Executive will investigate the matter, including an opportunity for both the complainant and respondent to present their case and respond to both parties in writing within 5 working days.

Assessment Appeals Procedure

Participants will be able to resubmit their assessment tasks a total of two (2) times. Failure to be competent after a third attempt will result in the participant failing the unit. Berendale School RTO staff provide online and telephone support for clarification of assessment requirements. Please utilise these services.
If a participant is dissatisfied with their assessment, or has been graded as "Not Yet Competent", they should:

- Contact their assessor to discuss their concerns
- Resubmit the task with any additional information
- Review the second result. If still dissatisfied, a second assessor will conduct an assessment
- If the participant is still dissatisfied with their result, the RTO Manager along with the two assessors involved, will review the assessment task
- If agreement has not been reached the matter will be referred to an independent external person or panel acceptable to all parties, with expertise in the area concerned.
- The complainant will be notified of the outcome of their appeal in writing by the RTO Manager

A "Not Yet Competent" outcome means the participant must do all tasks again for that unit.

Please note: Berendale School RTO will endeavor to the best of its ability to support each candidate and our aim is to offer ongoing assistance to enable each individual to achieve success in their studies.

**Laws and Legislation**

Berendale School RTO identifies and complies with relevant State or Territory laws including State/Territory legislation where applicable.

The acts relevant to the operation of Berendale School as an RTO are:

- Workplace Health and Safety Act 1995 – Occupational Health and Safety and workplace harassment, victimization and bullying is also found in the act.
- Vocational Education, Training and Employment Act 2000
- Commission for Children and Young People Act 2000
- The Privacy Act 1998
- The Copyright Act 1968
- The Copyright Amendment (Parallel Importation)2003
- Anti-Discrimination Act 1991
- Human Rights and Equal Opportunity