



# Concerns, Complaints and Appeals Policy

## Concerns, Complaints and Appeals

If you have a particular concern, complaint or appeal about a matter, please refer to the following processes:

### Concerns

Where an applicant has a concern about a particular matter in the program they are encouraged in the first instance to raise it with the relevant staff member of Future Skills International. For example, the person may have a concern about the information they have received from an assessor about the practical skills assessment process. In this case, the applicant is encouraged to raise the issue with the assessor.

### Complaints

Complaints can provide feedback of the quality of the assessment service being provided to applicants.

Where an applicant has a complaint, e.g., they have raised their concerns and they do not believe they have been fairly dealt with, the applicant should place a written complaint to the Training Manager. The Training Manager must respond to the complaint within fourteen (14) days in the first instance by contacting the complainant directly to try to resolve the issue.

Where the matter is not able to be resolved the matter must be referred to the Chief Executive Officer to attempt to resolve the matter. The Chief Executive Officer must respond with a final decision to the complaint within a fourteen (14) day period.

Where an applicant is not satisfied with a decision they are entitled to discuss the matter with Trades Recognition Australia.

- Phone (outside Australia) : +61 2 6240 8778
- Phone (within Australia): 1300 360 992
- Fax: +61 2 6123 7883
- Email: [traenquiries@education.gov.au](mailto:traenquiries@education.gov.au)
- Web: <http://www.tradesrecognitionaustralia.gov.au>

### Other

You may also make a complaint to the Australian Quality Skills Authority (ASQA), which is the national regulator of Australian vocational education and training (VET) providers. ASQA uses information received through student complaints to ensure that providers are delivering quality training and assessment services.

**Note:** before you can submit a complaint to ASQA about a training provider, you will need to complete the Future Skills International formal complaints process.

Refer to the ASQA website for how to make a complaint at:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

## Appeals

### Reassessment from an appeal

Where an applicant has been unsuccessful in their skills assessment they are entitled to appeal the assessment decision. In this case the following process and timelines applies:

An applicant who has been unsuccessful in their skills assessment who wishes to lodge an appeal of the assessment decision will be required to do so within **seven (7) business days** of being notified in writing by Future Skills International of the unsuccessful outcome.

Future Skills International may conduct a review of the initial assessment decision and if deemed appropriate conduct a full reassessment of the applicant within **fourteen (14) business days** of the receipt of an appeal in writing from the applicant.

Future Skills International will notify the applicant of the outcome of the appeal within **five (5) business days** of completion of the appeals process and issue the appropriate documentation.

### Reassessment to address identified skills gap

Where an applicant has been advised that they have an identified skills gap during their initial assessment process, they are to be advised that they may apply for reassessment at the time they are notified in writing by Future Skills International of an unsuccessful outcome.

The period for applying for a reassessment from an unsuccessful notification is **twelve (12) months**.

If the skills gap identified during the initial assessment process are not able to be addressed within this timeframe and/or if a reassessment is not requested within this timeframe, the applicant will be required to reapply for a skills assessment.

A reassessment under this part must be conducted within **eleven (11) weeks** of the date the request is received in writing.

The applicant will be notified of the outcome of the reassessment within **five (5) business days** of completion of the reassessment, and be issued with the appropriate documentation.