



RTO Number: 22264

GRIEVANCE POLICY AND PROCEDURE

The following framework has been prepared as a means to have problems experienced by trainers and trainees addressed immediately, effectively, professionally and confidentially.

The policy provides an avenue for most grievances to be addresses. However, in some cases, alternative measures need to be explored because of individuals and the merits of each case.

Kyabram P-12 College will encourage the parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation.

Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

A Grievance associated with trainee assessment results

The trainee grievance/appeals procedures relating to the delivery of training and/or the assessment of training outcomes, involves trainees initiating the following process:

- discussion with relevant trainer/trainee about grievance;
- should this not be resolved, the grievance matter can be taken before the Principal.
- should this not be resolved, the grievance matter then can be taken to the Training Management Committee (ie. Principal, Assessment Panel, Vocational Education Co-ordinator);

In the event that the grievances cannot be resolved internally, Kyabram P-12 College will advise trainees of the appropriate legal body where they can seek further assistance.

Where appropriate, initial assessments may be reviewed and/or alternatives assessment methods identified.

B. Grievance between trainees and trainers

The trainee should endeavour to resolve the grievance by discussing the matter with the trainer. If an appropriate outcome is not achieved, the participant or student should fill in the complaints form available in their VET Booklet online, VET Booklet hard copy, at the College office or bring the matter to the attention of the Principal, who will endeavour to resolve the matter.