



# VET STUDENT LOAN POLICIES AND PROCEDURES

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## VSL Student Grievance Procedure

### Purpose

This policy applies to students, clients, employees, third parties and external parties. It covers all academic and non-academic instances that cause hardship, concern or distress, disadvantages, appeals against an assessment decisions or against a complaint outcome. It includes students who are, or would be entitled to VET Student Loan assistance or to persons seeking to enrol into a VET unit of study that meets the course requirements who are, or would be entitled to VET Student Loan assistance.

A Complaint/Grievance can be made regarding:

- Any training product or services provided by New Futures Training
- A trainer, assessor or other employee of New Futures Training
- A student of New Futures Training

*There is no charge for the internal or the external stage.*

### Definitions

**Grievance** – an expression of dissatisfaction

**Complaint** – a dissatisfaction with any service provided by New Futures Training coupled together with a request for action.

**Appeal** – An appeal is generally made against a complaint/grievance decision outcome or internal review.

New Futures Training is committed to providing an effective, efficient, timely, fair and confidential academic grievance and non-academic grievances handling procedures for all VSL students.

A complaint or grievance may be about an Academic or Non-Academic matter:

- Academic matters – matters which relate to student progress, assessment, course content or awards, etc.
- Non-academic matters – all other matters which do not to academic matters such as fees, concerns about privacy, matters relating to other students, harassment etc.

### Procedure

Informal Grievance Procedure New Futures Training recommends students speak to their Trainer/Assessor in the first instance to resolve any issues of concern. If a satisfactory outcome cannot be reached, the student can then approach the staff member responsible for the qualification. If no resolution can be reached, the students have the option to lodge a formal grievance.



## Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by Skills Training Australia are:

- The complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant and/or the respondent.
- New Futures Training is required to allow parties to access records of the complaints otherwise keep it confidential. All relevant records are kept for at least 5 years. The complainant shall have appropriate access to these records.
- The Student Welfare Manager is responsible for maintaining/updating the complaints register.
- A complainant shall have access to this internal grievance procedure without charge.
- A complainant may contact New Futures Training and speak with Student Welfare Manager for progress updates at any time.

### Stage One – Formal Complaint

Formal grievances should be submitted in writing to Student Welfare Manager of New Futures Training.

To activate the grievances process, the student must submit the *Complaints and Appeals Form* located in the Student Handbook or they can obtain a copy from New Futures Training by calling 9383 2533.

The complainant will receive notification in writing of acknowledgement of the receipt of the complaint within 3 business days. The New Futures Training Student Welfare Manager will then assess the grievance, determine the outcome and advise the complainant in writing of his/her decision within 10 working days of receipt of the formal grievance. The complainant will be advised of his/her right to access Stage Two of this procedure if he/she is not satisfied with the outcome of Stage One.

### Stage Two – Internal Review

If the complainant is dissatisfied with the outcome of Stage One, they may lodge an appeal in writing with the General Manager. The complainant's appeal will be determined by the General Manager of New Futures Training (the reviewer). The reviewer will conduct all necessary consultations with the complainant and other relevant persons and make a determination of the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision,



within 10 working days of receipt of the appeal. Should a decision not be reached within 10 working days, the complainant will be advised in writing of all matters relating to the progression of the appeal. The complainant will be advised of his/her right to progress to Stage Three of the grievance procedure if he/she considers the matter unresolved.

### Stage Three – External Appeal

If the complainant is dissatisfied with the outcome of Stage Two, he/she may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by New Futures Training. Each party will be given written notice of the decision on review, include the reasons for the decision.

- New Futures Training acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter.
- New Futures Training will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- If the student is not satisfied by the complaints and appeal outcome, they can contact an Independent External Mediator:

<b>Independent External Mediator</b>	
<i>Eva Wakim</i>	<i>Mediator with Department of Justice</i>
<i>Mobile:</i>	<i>0466 871 055</i>
<i>Email address:</i>	<i>hawa.wakim@hotmail.com</i>

- If the student is not satisfied with the quality of the vocational course and related processes provided they can contact the relevant state training authority:

<b>Victorian Registrations and Qualifications Authority (VRQA)</b>	
<i>Address:</i>	<i>Level 6, 35 Spring Street, Melbourne VIC 3000</i>
<i>Complaints Unit Phone:</i>	<i>9651 3291</i>
<i>Email:</i>	<i>vrqa.complaints@edumail.vic.gov.au</i>
<i>Website:</i>	<i>www.vrqa.vic.gov.au/complaints/default.htm</i>

- Students can also report and register a complaint with the National Training Complaints Hotline:

<b>National Training Complaints Hotline</b>	
<i>Phone:</i>	<i>13 38 73 (please select option 4); 8am to 6pm local time (6am to 5pm WA local time). Monday to Friday - except public holidays.</i>
<i>Email:</i>	<i>NTCH@education.gov.au</i>



*Please note that your call will be directed to Skilling Australia which covers many vocational education and training matters.*

- VSL Students who do not agree with the outcome of the external appeal can contact the Commonwealth **VET Student Loans Ombudsman**, for more information go to:  
<http://www.ombudsman.gov.au/about/vet-student-loans-ombudsman/information-for-students>

New Futures Training comply and fully cooperate with the requirements of the VET Student Loans Ombudsman and provide adequate and appropriate action within a reasonable time following recommendations by the VET Student Loans Ombudsman.

