

APPEALS POLICY



Purpose

Blue Dog Training provides all students with a formal appeals process, which draws on a commitment to all parties understanding their rights and responsibilities.

Principles

The Blue Dog Training Appeals Policy facilitates requests for a review of decisions, including assessment decisions, made by Blue Dog Training or a third party representative providing services on behalf of Blue Dog Training.

The Blue Dog Training Appeals Policy follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Blue Dog Training, or anyone who has allegations made against them, to tell their side of the story before a decision is made. There is no fee or charge levied for any appeal processed.

The Blue Dog Training Appeals Policy ensures the decision-maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made).

Students have the right to lodge an appeal against decisions for reasons including:

- √ They believe the outcome is invalid; or
- √ They feel the process was invalid, inappropriate or unfair.

Blue Dog Training ensures its appeals policy is publicly available.

Procedure

1. Before making a formal appeal, a student is required to discuss the matter with the relevant Blue Dog Training personnel in an effort to reach an agreement. The Blue Dog Training personnel will undertake to reassess the decision that has been made.
2. If a student is still unhappy, they must lodge a formal appeal in writing to Blue Dog Training Chief Executive Officer, within 14 days of the result of assessment being provided or the decision being appealed was made.
3. Appeals are to provide the following information:
 - √ Submission date of appeal
 - √ Name of student
 - √ Decision being appealed
 - √ Grounds for appeal
 - √ Any other relevant information or attachments (if applicable).



4. Upon receiving a formal appeal, **Blue Dog Training** Chief Executive Officer will:
 - √ Acknowledge receipt of the appeal in writing within five working days
 - √ Arrange a hearing date
 - √ Convene a panel of independent persons and/or assessors to attend the hearing to ensure an unbiased decision is made. The panel will uphold the appeal, reject the appeal or recommend further evidence gathering by either party.
5. The student will be invited to the hearing and at the hearing be given the opportunity to present their case. The student has the right to have an independent person of their choice available at the hearing.
6. Within 20 days of the hearing the **Blue Dog Training** Chief Executive Officer will notify the student of the outcome of the hearing in writing providing the reasons why the decision was made. Where **Blue Dog Training** considers more than 60 calendar days are required to process and finalise the appeal, **Blue Dog Training**:
 - √ Informs the appellant in writing, including reasons why more than 60 calendar days are required; and
 - √ Regularly updates the appellant on the progress of the matter.

Records Management

Each appeal and its outcome will be recorded in writing and stored on the **Blue Dog Training** Complaints and Appeals Register.

At all times records of appeals are maintained confidentially.

Blue Dog Training identifies causes of appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Blue Dog Training will retain records of all appeals for a period of at least five years, allowing parties to the appeal appropriate access to these records.

Further Action

If dissatisfied with the outcome of the **Blue Dog Training** Appeals process a student can lodge a complaint with the following organisations:

- √ Australian Skills and Quality Authority (ASQA) through the ASQA complaints handling service for complaints against RTOs at www.asqa.gov.au or phone 1300 701 801
- √ The relevant State Training Authority (STA) which in Queensland is the Department of Education and Training at www.training.qld.gov.au
- √ Queensland Training Ombudsman at <http://trainingombudsman.qld.gov.au/contact/>
- √ Phone 1800 773 048 or Email: info@trainingombudsman.qld.gov.au