

## 1. PURPOSE

Novaskill, through the application of its Complaints and Appeals Policy, will ensure an effective, timely, fair, and equitable complaints and appeals handling system which is easily accessible to learners, employers, and all stakeholders accessing Novaskill services including:

- Trainers and assessors
- Novaskill staff
- Learners
- Training and assessment services
- Assessment judgements
- Employers / Work placement hosts
- Educational Resources
- Training facilities
- Fees and refunds
- Privacy and confidentiality
- Bullying, harassment, and discrimination
- Access and equity
- Customer service issues
- Any other service offered by Novaskill

## 2. SCOPE

This policy applies to all staff, learners, employers, and all stakeholders accessing Novaskill's RTO products and services.

## 3. DEFINITIONS

**Complaint** - A concern, issue or expression of dissatisfaction about Novaskill's services, decisions, staff, assessment processes or training environment.

**Complainant** - Any person (learner, employer, stakeholder) who submits or raises a complaint.

**Grievance** - A formal or serious complaint that a person believes reflects unfair treatment, inappropriate conduct or failure to follow policy or procedure. Grievances may require escalation when they cannot be resolved at the first point of contact.

**Appeal** - A request to review, reconsider or overturn a decision made by Novaskill or it's representatives. Appeals must follow the documented appeals procedure.

**Appellant** - Person submitting an appeal

## 4. REFERENCING

This policy complies with:

- The Standards of Registration for RTO's 2025:
  - Outcome standard 2.3-2.6 Training support, Diversity and inclusion, Wellbeing
  - Outcome standard 2.7-2.8 Feedback, complaints and appeals
- Policies:
  - Enrolment Policy
  - Privacy Policy
  - Complaint and Appeals Internal Policy and Procedure (PO-RTO-1014)
  - Marketing Policy
  - Fees and Refund Policy

- Code of Practice
- Code of Conduct
- Access and Equity Policy
- Forms and documents:
  - Student Handbook
  - Assessment Standards
  - Complaint/Appeal Form

## 5. POLICY STATEMENT

Novaskill ensures its systems and process for receiving and management of complaints, and appeals are easily accessible, transparent and align the principles of fairness and natural justice.

Complaints may arise from products and services offered by Novaskill. Where appeals will arise from outcomes of a complaint, a grievance or an assessment decision.

## 6. COMPLAINTS PROCEDURE

**Step 1:** In the first instance, you may wish to address the complaint with the person that you have a complaint about. If this is not attainable or you do not feel comfortable approaching the person, move on to step 2

**Step 2:** Raise the complaint verbally with your trainer and assessor. If you are unable to reach a resolution or if the complaint is about your trainer and assessor move on to step 3

**Step 3:** You must put the complaint in writing using the form attached to this procedure or located in the student handbook. This form needs to be submitted through one of the following channels:

1. If you feel comfortable with this approach, ask your trainer to submit the form to the appropriate Branch Manager/Senior Manager
2. If the complaint is about your trainer, please email the complaint directly to the Customer Protection Officer

**Customer Protection Officer:**

Name: Ashleigh Whyte

Position Title: Operations Manager

Phone: 1300 885 680 Email: [customerprotection@novaskill.edu.au](mailto:customerprotection@novaskill.edu.au)

3. If you are unable to email the complaint, hand the completed complaint form to reception at your nearest Novaskill Branch (a list of Novaskill Branches are available at the end of this procedure)
4. If you need help filling out the form, please ask your trainer, a support person or contact your local branch for assistance.

**Step 4:** Once the Branch Manager/Senior Manager has received the complaint, it will be processed within 24 hours through our Compliance & Appeals registry. A response acknowledging the complaint and outlining the required actions will be submitted to the complainant in writing within 14 days.

**Step 5:** Where the complaint involves two or more people, and a resolution is proving difficult, all parties may need to attend a mediation meeting. This may be completed in person or via a Teams meeting. The complainant and the person who the complaint is about, are encouraged to bring a support person with them during the mediation processes.

**Step 6:** During the mediation process, the Branch Manager/Senior Manager is required to document the outcomes of the meetings. If a resolution is reached, and all parties are satisfied with the outcome, each person is required to sign off on the resolution.

**Step 7:** In the event the Branch Manager/Senior Manager is unable resolve the complaint, the complainant will be referred to the Chief Operating Officer or the Chief Executive Officer.

**Step 8:** If a resolution is still not reached, the complainant will be directed to a third party for escalation and advice. (A list of third-party organisations is available at the end of this procedure).

## 7. APPEALS PROCEDURE

### Complaint or Grievance Appeals

**Step 1:** If you are appealing a decision from the outcome of a complaint or a grievance, please complete the complaints and appeals form attached to this procedure or located in the student handbook and email directly the Customer Protection Officer.

**Step 2:** The Customer Protection Officer will record the appeal in our Compliance & Appeals registry. A response acknowledging the appeal and outlining the required actions will be submitted to the Appellant in writing within 14 days.

**Step 3:** The appropriate Branch Manager/Senior Manager and the Chief Operating Officer or the Chief Executive Officer will review the decision from the original complaint and make a determination if the appeal is substantiated.

**Step 4:** The Appellant will be notified of the outcome in writing within 30 days of the submission of the appeal.

**Step 5:** If you are still not satisfied with the outcome, you will be directed to a third party for escalation and advice.

## 8. ASSESSMENT APPEALS

**Step 1:** If you are not satisfied with the outcome of an assessment decision, in the first instant address this with your trainer and assessor who will provide feedback on your assessment.

**Step 2:** After receiving feedback on your assessment, and you are still not satisfied, please complete the complaints and appeals form attached to this procedure or located in the student handbook and email this to our compliance team at [RTOC@novaskill.edu.au](mailto:RTOC@novaskill.edu.au)

**Step 3:** The RTO Compliance Manager will record the appeal in our Compliance & Appeals registry.

**Step 4:** The RTO Compliance Manager will allocate another assessor to review your assessment and make a determination on the competency outcome.

**Step 5:** The appellant will be notified of the result within 14 days.

**Step 6:** If you are still not satisfied with the outcome, you will be directed to a third party for escalation and advice.

Novaskill will endeavour to resolve complaints and appeals in a timely manner. At times due to extenuating circumstances, this may not be achievable. If a complaint or an appeal cannot be resolved within 60 calendar days, Novaskill will ensure all parties will be updated every 14 days in writing of the progress of the complaint/appeal.

Novaskill Branch	Address	Email	Phone
Northern Rivers	Shop 1, 37-41 Cherry Street, Ballina NSW 2478	<a href="mailto:northernrivers@novaskil.com.au">northernrivers@novaskil.com.au</a>	02 6600 3000
Newcastle	148 Lambton Rd, Broadmeadow	<a href="mailto:newcastle@novaskill.com.au">newcastle@novaskill.com.au</a>	02 4906 6700
Coffs Coast	Suite 101-102, 24 Moonee Street, Coffs Harbour, NSW 2450	<a href="mailto:coffscoast@novaskill.com.au">coffscoast@novaskill.com.au</a>	02 6601 7000
Central Coast	1/1 Pioneer Avenue, Tuggerah NSW 2259	<a href="mailto:centralcoast@novaskill.com.au">centralcoast@novaskill.com.au</a>	02 4357 8600
New England	Suite 1, 137 Marius St, Tamworth	<a href="mailto:newengland@novaskill.com.au">newengland@novaskill.com.au</a>	02 6755 5160
Mid North Coast		<a href="mailto:midnorthcoast@novaskill.com.au">midnorthcoast@novaskill.com.au</a>	02 6500 1100
Hunter Valley	1/162 John Street, SINGLETON, NSW 2330	<a href="mailto:huntervalley@novaskill.com.au">huntervalley@novaskill.com.au</a>	02 6575 3700

# Complaints & Appeals Policy and Procedure

Third Party Organisation	Contact number	Website	State
ASQA (Australian Skills Quality Authority)	1300 701 801	<a href="https://www.asqa.gov.au/about/complaints/complaints-about-training-providers">https://www.asqa.gov.au/about/complaints/complaints-about-training-providers</a>	National
National Training complaints hotline	133873	<a href="https://www.dese.gov.au/national-training-complaints-hotline">https://www.dese.gov.au/national-training-complaints-hotline</a>	National
NSW Ombudsman	1800 451 524	<a href="https://www.ombo.nsw.gov.au/contact-us">https://www.ombo.nsw.gov.au/contact-us</a>	NSW
Smart and Skilled (only for learners / learners who are funded by Smart and Skilled)	1300 772 104	<a href="https://education.nsw.gov.au/skills-nsw/contact-us">https://education.nsw.gov.au/skills-nsw/contact-us</a>	NSW