

Appeals Policy and Procedure



1. Purpose

This policy ensures that all appeals submitted by learners are managed in a fair, transparent, and timely manner, upholding the principles of natural justice and procedural fairness as required by the Standards for RTOs 2025. The policy applies to appeals about any decision, such as assessment outcomes or administrative actions made by VEG Education, its staff, or third-party service providers within its scope of registration.

2. Policy Statement

Veg Education is committed to:

- Maintaining an accessible, fair, and effective appeals process for all learners.
 - Supporting the prompt, confidential, and impartial resolution of appeals arising from decisions made by the RTO, its staff, or partners.
 - Ensuring all staff, learners, and stakeholders are aware of, and supported through, the appeals process.
 - Recording all appeals and outcomes for review, quality assurance, and continuous improvement.
 - Adhering to the Australian Privacy Principles (APPs) and all relevant privacy legislation.
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3. Scope & Coverage

This policy applies to appeals raised by any learner (including those relating to assessment decisions), covering all qualifications and courses within VEG Education scope of registration.

4. Policy Principles

Appeals are managed promptly, confidentially, and impartially.

All parties are afforded procedural fairness, including the right to be heard and the right to an unbiased decision-maker.

Appeals are acknowledged in writing and finalised as soon as practicable.

If resolution cannot be achieved within 60 calendar days, the appellant is advised in writing with reasons for the delay and provided with regular progress updates.

An independent external reviewer is available if the internal process does not yield a satisfactory outcome, at no or minimal cost to the learner.

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All records of appeals and resolutions are maintained securely for auditing and continuous improvement.

5. Appeals Procedure

5.1. Lodgement

- Learners may appeal decisions via the VEG Education appeals form, available on the RTO's website and from administration staff.
- Appeals should be lodged within a reasonable period after the decision or issue arises.
- All appeals are acknowledged in writing within two (2) business days of receipt.

5.2. Early Resolution

- Where possible, learners are encouraged to resolve assessment or administrative concerns directly and informally with the relevant trainer, assessor, or staff member.
- If the learner is not comfortable with this approach or the matter is not resolved, a formal appeal should be lodged.

5.3. Internal Review

- The appeal is reviewed by an appropriate RTO staff member or manager (not previously involved in the impugned decision) within a timely manner.
- Both the learner and relevant staff/third parties may be invited to submit further information or discuss the issue.
- A written decision and reasons will be provided to the learner and relevant stakeholders as soon as practicable.

5.4. Extended Timelines

- If more than 60 calendar days are required to resolve the appeal, the reasons are provided in writing to the learner, and regular updates on progress are supplied until resolution.

5.5. External Review

- If the learner is dissatisfied with the outcome of the internal process, the learner may request an external review by an independent party.
 - VEG Education will facilitate access to an external appeals or mediation service, at no or minimal cost to the learner. Details of the external review provider are made available on request or via the RTO website.
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6. Responsibilities

The CEO is responsible for the implementation, review, and promotion of this policy. All staff must support learners in understanding and accessing the appeals process. Information about appeals is provided to all learners prior to, and during, enrolment.

Students will be referred to:

Victorian Ombudsman

Phone: 0396136222

Web: www.ombudsman.vic.gov.au/complaints/

Address: Victorian Ombudsman, Level 2, 570 Bourke Street
Melbourne, Victoria 3000

Western Australian Ombudsman

Phone: 1800 117 000

Web: www.ombudsman.wa.gov.au

Address: 489/469 Wellington St, Perth WA 6000

South Australian Ombudsman

Phone: 08 8226 8699

Web: www.ombudsman.sa.gov.au

Address: 55 Currie St, Adelaide SA 5000

The National Training Complaints Hotline

Web: www.dewr.gov.au/national-training-complaints-hotline

A Mediation Adviser as approved by the Law Institute of Victoria

Web: <https://www.liv.asn.au/Mediators> for more information.

Note: *The Australian Skills Quality Authority (ASQA) is not able to act as the Independent third party for reviewing Complaints/Appeals. ASQA will only consider a Complaint/Appeal which relates to a breach of Legislative or Regulatory Requirements.*

This process does not remove a student's right to take further action under Australia's Consumer Protection Laws.

7. Student Appeal Log Spreadsheet

The Student Appeal Log Spreadsheet is to be completed by the Director of the Australian Institute of Education and Training when an Appeal is received, and a resolution achieved and communicated to the Student and VET Coordinator and or Trainer of the School that the student is enrolled into.

8. Records Management

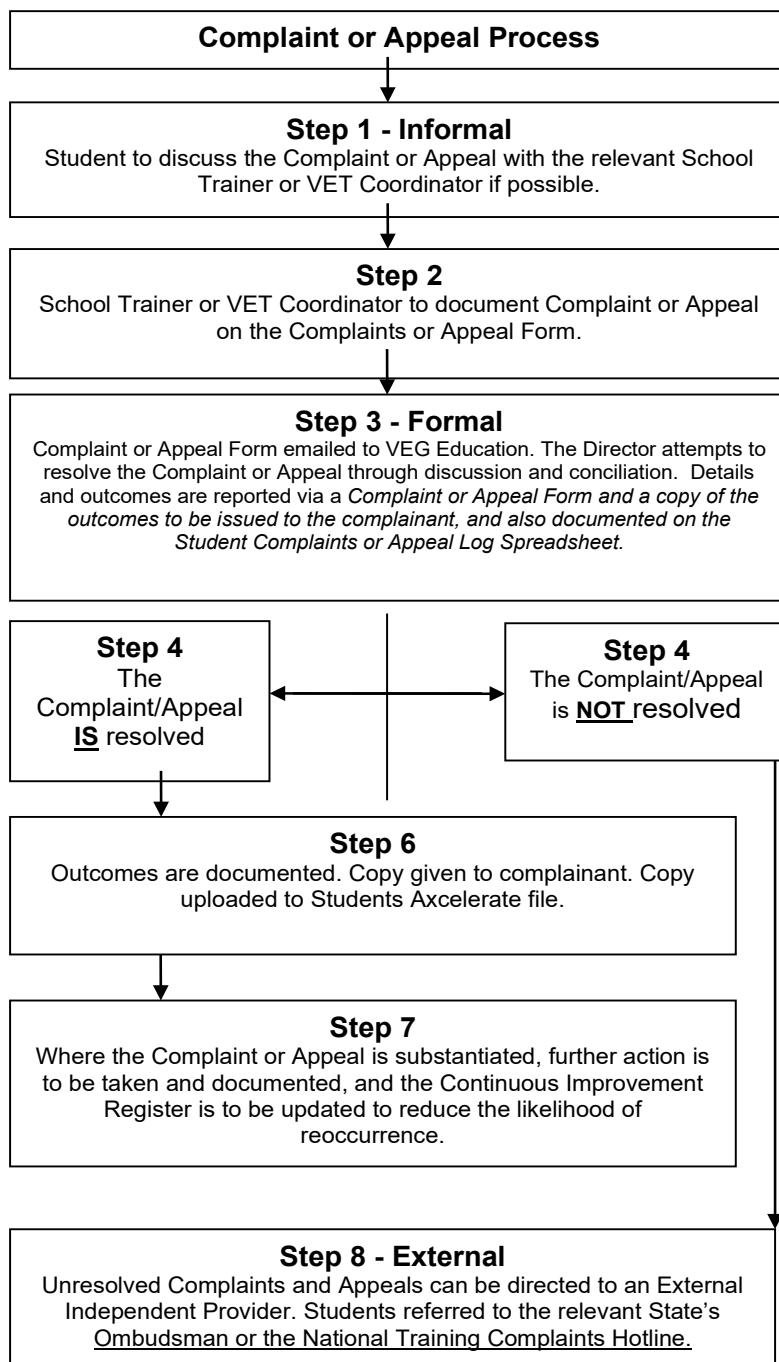
All documentation and records relating to appeals are securely stored in accordance with the Records Management Policy and regulatory requirements.

9. Monitoring & Continuous Improvement

Trends or systemic issues identified through appeals are analysed and acted upon to mitigate future occurrences as part of the Continuous Improvement Policy.

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10. Student Complaint or Appeal Flow Chart



Note: The Australian Skills Quality Authority (ASQA) is not able to act as the Independent third party for reviewing Complaints/Appeals. ASQA will only consider a Complaint/Appeal which relates to a breach of Legislative or Regulatory Requirements.

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Student Appeal Form

Instructions to the Student:

- (1) Complete this Appeal Form and give it to your School VET Coordinator.
- (2) Clearly state what your Appeal is and provide any evidence that you have to support your claim.
- (3) All Appeals will be taken seriously and will be treating privately and confidentially.
- (4) If your Appeal is not resolved to your satisfaction, please email this Student Appeal Form to info@veg.edu.au, and the Director VEG Education will respond to your Appeal.
- (5) You will be notified in writing of the outcome of your Appeal.

By filing in this Appeal Form you will be lodging a formal Appeal.
We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your Appeal as soon as possible.

Last Name:		First Name:	
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School:	
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Email Address:	
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Describe the Nature of your Appeal:

What action have you taken to try to resolve the Appeal?

How would you like the Appeal resolved?

I (the student) declare that the information provided on this form is true and correct. I understand that consequences will occur if it is found that I have made a false Appeal claim.

Student Signature:	
Date:	
VET Coordinator Signature:	
Date:	

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Student Appeal Response Form – AIET Response

Instructions to the Director of the Australian Institute of Education and Training (RTO):		
<p>(1) If you receive an Appeal from a Student or Trainer/Vet Coordinator on behalf of a student, you must complete this Student Appeal Response Form, even if the Appeal has been resolved in the first instance.</p> <p>(2) Complete all sections of this Student Appeal Response Form.</p> <p>(3) Keep a log of all communications made with regards to the Appeal.</p> <p>(4) Outline the resolution of the Appeal.</p> <p>(5) Make sure both you and the student sign and date the Student Appeal Response Form.</p> <p>(6) Provide the student with a copy of the signed and dated Student Appeal Response Form.</p> <p>(7) Store the Form electronically on axcelerate under the Student Name and complete the Student Appeal Log Spreadsheet.</p>		
Date of Appeal:		
Brief details of your understanding of the Appeal:		
Contact Log:		
Date	Type	Details
	Email Phone Meeting	
	Email Phone Meeting	
Outcome: Resolved / Unresolved		
Details of resolution:		
Follow up action (if any) to be taken:		
Director Signature:	Date:	
Student Signature:	Date:	