

ATM POLICY

Complaints, Refunds & Appeals Policy

Purpose:

Australian Training Management Pty Ltd, renowned for its unwavering commitment to professionalism and service quality, seeks to ensure the rights of all stakeholders are upheld through transparent and effective complaints, refunds, and appeals processes.

Scope:

This policy applies to all stakeholders of **Australian Training Management Pty Ltd**, encompassing students, staff, and service providers.

Definitions:

- **Complaint:** Any formal notification of dissatisfaction regarding the services, trainers, facilities, or any other aspect of **Australian Training Management Pty Ltd**.
- **Appeal:** A request to review a decision made by **Australian Training Management Pty Ltd**.
- **Standards for Registered Training Organisations (RTOs) 2015:** The regulatory standards governing Registered Training Organisations in Australia.

Policy Statement:

Complaints:

- **Prompt and Confidential Handling:** All complaints will be addressed swiftly, fairly, and with utmost confidentiality.
- **Individual Case Resolution:** Each complaint will be considered and resolved on its own merits.
- **Rights to Express Concerns:** Students, staff and service providers can raise concerns or complaints about their training, assessment services, or another learner's conduct.
- **Acknowledgement of Complaints:** We will acknowledge all complaints in writing and aim for a timely resolution.
- **Consultative Process:** No action is taken without discussing the matter with both the complainant and the respondent.
- **Protecting Rights:** During the resolution process, the rights of both parties will be respected and safeguarded.
- **Confidentiality Maintained:** To protect confidentiality, only necessary individuals will be involved in the resolution.
- **Final Decision Making:** The General Manager of **Australian Training Management Pty Ltd** or an impartial third-party will make the final decision.
- **Emphasis on Mediation:** Our approach primarily focuses on mediation and education. However, formal actions might sometimes be necessary.
- **Third-Party Review:** If unresolved or if dissatisfaction persists, complaints can be forwarded to an independent third-party reviewer upon the complainant's request. Note: The complainant will bear the costs for this review.
- **Timely Resolution:** If resolving a complaint exceeds 60 calendar days, we will inform the complainant in writing, explaining the delay and providing regular updates.
- **No Victimisation:** Any form of victimisation related to the complaint process is strictly prohibited.

- **Impartiality Guaranteed:** Complaints will remain confidential, ensuring no bias against students in their current or future training.

Payments

In accordance with the Standards for Registered Training Organisations (RTOs) 2015, ATM requires the student makes the lesser payment of the following by the due date:

- \$1,500 AUD per course listed in the individuals tax invoice; or
- The total balance due (if the cost of the course is equal to or less than \$1,500 AUD).

Payments for course fees less than \$1,500 AUD are to be made via credit card or direct debit and need to be received at least seven (7) business days prior to commencement.

Payments for courses exceeding \$1,500 AUD, an initial deposit of up to \$1,500 AUD is to be made via credit card or direct debit, with the remaining balance due after the student has made the required deposit and commenced training.

In the event a balance remains owing after completion of the course, or companies fail to meet the agreed payment terms, ATM reserves the right to withhold the issues of the AQF certification.

Booking Type	Booking Requirements	Payment Terms
Student booking online, via phone or email.	Student books at eight (8) business days or more before the course commencement.	20% deposit required to secure seat. Full payment of issued invoice due 7 business days prior.
	Student books seven (7) business days or less to the course commencement.	Full fee required to secure seat.

Refunds:

- Refunds are provided under circumstances that are outlined in this policy.
- All refund requests shall be processed promptly, ensuring fairness and transparency.
- Specific conditions, such as course cancellations or student withdrawals, and their associated refund provisions are clearly defined by **Australian Training Management Pty Ltd.**

Reason for Refund	Notification Requirements	Refund Applicable
Student withdraws from course. Enrolment fee paid	Cancellation received in writing at least eight (8) business days prior to commencement.	100% refund or credit for future use
	Cancellation received less than seven (7) business days before course commencement.	Reschedule No refund applicable
	Cancellation received less than three (3) business days before course commencement.	No refund applicable.
	Non-attendance on day of course.	No refund applicable
	Non-attendance due to illness reported prior to 10am on day of course.	Reschedule No refund applicable.
	Cancellation received at any stage after course commencement.	No refund applicable.

Student suspended from the course by Australian Training Management	After course commencement, due to inappropriate behaviour or any other reason.	No refund applicable.
Course cancelled by Australian Training Management	Australian Training Management will notify students within two (2) business days of the cancellation.	100% Refund

Non-attendance:

Should a qualification learner fail to attend a training session or site visit without providing prior notice, or if such notice is given with less than four (4) business days in advance, a fee for non-attendance shall apply as outlined in the Service agreement detailed at commencement of the qualification. Further training may be disrupted in the event that there are outstanding payments are overdue.

Appeals:

- Students and other stakeholders have the right to appeal decisions made by **Australian Training Management Pty Ltd**. This includes assessment outcomes and decisions stemming from complaints.
- **Access to Equitable Process: Australian Training Management Pty Ltd** ensures all students have a fair process for appealing assessment decisions, consistent with the Australian Qualifications Framework (AQF).
- **Right to Appeal:** Students can appeal assessment decisions if they believe they were unfairly treated or if they contest the assessment's outcome.
- **Natural Justice and Fairness:** These principles are upheld at every stage of the appeals process.
- **Method of Appeal:** Students can detail their appeals either verbally or in writing.
- **Timely Lodging of Appeals:** Appeals must be submitted within 7 calendar days of receiving the assessment result.
- **Third-Party Review:** If the internal process doesn't resolve the appeal or if dissatisfaction remains, it can be referred to an independent third party at the student's request. Note: The student will bear the third-party review costs.
- **Acknowledgment and Resolution:** Every appeal is acknowledged in writing and resolved as swiftly as possible.
- **Potential Charges: Australian Training Management Pty Ltd** might charge a fee if an external assessor is involved, which will be the student's responsibility.
- **Communication on Delays:** If resolution exceeds 60 days, the student will be notified in writing about the delay and regularly updated on the appeal's progress.
- **Proactive Approach:** Australian Training Management Pty Ltd seeks to address appeal concerns promptly, reducing the need for a formal complaint process.
- **Confidential Handling:** Appeals are treated confidentially and won't impact the student's progress in any current or future training.

Roles and Responsibilities:

The **Australian Training Management Pty Ltd** Management team will:

- Recording and managing all complaints, refund requests, and appeals.
- Ensuring resolution in line with the principles of natural justice.
- Regularly reviewing and updating the procedures aligned with this policy.

Review:

This policy will be subjected to a thorough review every two years, with the possibility of interim reviews based on stakeholder feedback or significant operational changes.

Feedback and Grievance Resolution:

Stakeholders are invaluable to our process of continuous improvement. We earnestly encourage all stakeholders to provide feedback, playing a pivotal role in our pursuit of excellence.

Approval and Revision History:

52 Harrow Street, West Swan, Western Australia, 6055 Ph (08) 9274 1277 www.australiantraining.com.au	ATM – Complaints, Refunds & Appeals Policy V3.2
---	---

Approval Date: 03/04/2024

Approving Authority: Aaron Leafe – General Manager

Effective Date:

This policy is effective as of 3rd of april 2024.