

Appeals Policy

Policy Statement

Appeals can arise when a student is not satisfied with a decision that has been made in relation to their assessment of competency in vocational education and training course offered by My Flex Training (MFT). MFT endeavours to treat all appeal requests with equalweighting and due consideration.

When implementing this policy and procedure, MFT endeavours to follow the principles of Fairness and Justice at every stage of the appeal process. MFT will do all that is in its power to prevent victimisation of any individual wishing to lodge an appeal and will not discriminate against any individual wanting to pursue the lodgement of an Appeal.

All RTO employees, associates and students are made aware of the appeals policy through induction.

This policy and procedure covers RTO services provided across all MFT locations and across all modes of study. The policy is made available to Students and information is in the Student Handbook and orientation tools: <https://www.myflexhealth.com.au/training/>

A student has 10 working days to appeal from the date a competency decision is documented. All appeals will be then be reviewed within 10 working days of being received. Please read steps in relation to appeals and authorities.

In the case of an appeal against termination of enrolment for unsatisfactory academic progress, if the appeal is dismissed, the termination of enrolment will take effect from the end of the study period in which the appeal process is finalised.

Policy Purpose

To establish the structure and assign responsibility for management of Complaints and Appeals made by Students in order to promote the timely and fair resolution of issues.

Scope

This policy applies to all Students of My Flex Training who wish to make an appeal about a matter which occurred during the Student's time of Enrolment and which falls within the responsibility or control of MFT.

Exclusions

This policy does not apply to:

- Complaints made by Employees or general employees, associates and students of the public.
- Appeals in relation to employment matters. Please refer to the relevant human resources policy.
- Complaints about other matters

Policy Review

At least annually or from time to time the organisation may make changes to this policy to improve the effectiveness of its operation and customer service.