

Complaints, Appeals and Disputes Policy

Purpose

This policy ensures that students, employers, staff, and stakeholders of Inscope Training Pty Ltd have clear, accessible, and transparent pathways to raise and resolve complaints, appeals and disputes relating to training and assessment, service delivery or any other activity associated with Inscope Training. It demonstrates our commitment to integrity, fairness, and continuous improvement, in line with:

Scope

This policy applies to all students, employers, staff, trainers/assessors, contractors, third parties and stakeholders involved in the delivery of services by Inscope Training.

Policy

Inscope Training is committed to fostering an environment where feedback is welcomed and concerns are addressed fairly and promptly. We ensure:

All persons have the right to lodge a complaint, appeal, or dispute without fear of disadvantage.
Issues are addressed through a consistent, confidential, and timely process.
Business practices and outcomes reflect our dedication to continuous improvement.

For this policy the following definitions apply:

Complaint – An expression of dissatisfaction with a service, process, or individual.

Appeal – A request to review a decision, typically regarding assessment outcomes or enrolment status.

Dispute – A formal disagreement between Inscope and another party, which may extend beyond complaint resolution.

Complaints and Appeals

We actively encourage students and employers to raise concerns early—most matters can be resolved informally. Where needed, the formal process includes:

1. Informal Resolution (Optional)

Speak directly with the staff member involved or contact the Training Coordinator.
Quick, courteous response expected within **2 business days**.

2. Formal Complaint Submission

Submit via

Email: admin@inscope.edu.au

Web: online webform <https://inscope.edu.au/train-with-us/resources>

Complaints may be submitted by a third party on the student's behalf (e.g., parent or employer).

Academic appeals, must be lodged by the student within 28 days of when the decision or finding is communicated to the student.

3. Acknowledgement & Investigation

Complaint or academic appeal acknowledged in writing within **3 business days**.

The handling of a complaint or academic appeal is to commence within **10 working days** of the lodgement and all reasonable measures are taken to finalise the process as soon as practicable.

A student appealing any assessment decisions:

Is to be referred immediately to the Training Manager for a reassessment as soon as possible. The student is also offered the opportunity to undertake additional training before this re-assessment. The reassessment is to be conducted by a different trainer from the trainer that conducted the initial assessment.

If after the re-assessment, the student remains not yet competent and is unsatisfied with the assessment outcome, the student is to meet with the Training Manager to discuss the assessment process and the assessment outcome.

If after consultation with the Training Manager, the student remains unsatisfied with the assessment process, the student may request to escalate the appeal as per the escalation steps below.

If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Operations Manager on its merits. If the Operations Manager does not approve a refund and considers that Inscope Training has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to the Office of Fair Trading in relation to their dispute over the requested refund.

Management Team to inform the applicant of the improvement actions identified.

4. Outcome & Record Keeping

The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome within **60 calendar days of the commencement of the investigation**.

Where the Inscope Training considers **more than 60 calendar days are required** to process and finalise the complaint or appeal, Inscope Training will:

Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required.

Regularly update the complainant or appellant on the progress of the matter.

An electronic record of all complaints and appeals is to be kept by Inscope Training securely including all details of lodgement, response and actions taken for a minimum of **5 years**.

Individuals can request an escalation if they would like to review a decision or believe their complaint is not being handled fairly, efficiently and effectively.

5. Escalation (if unresolved)

Internal Review by Compliance Manager.

Lodge a formal dispute as per the Dispute Resolution process below

External referral options:

Queensland Training Ombudsman: <https://trainingombudsman.qld.gov.au/>

NSW Training Ombudsman: <https://www.ombo.nsw.gov.au/>

National Training Complaints Hotline: 13 38 73

ASQA: www.asqa.gov.au (excluding appeals)

Grounds for Making an Appeal

May include:

The assessment process did not provide students with a fair, flexible and reasonable opportunity to demonstrate their competency.

They were not informed in advance of the conditions and method of assessment.

The process used was discriminatory in some way.

They were ill or suffered misadventure at the time of assessment (must be supported by a medical certificate).

Rights of the Person Lodging an Appeal

To uphold fairness and transparency:

A person lodging an appeal will be given the opportunity to formally present their case at no cost.

They may be accompanied and/or assisted by a support person at any relevant meetings.

Following completion of the internal appeals process, the individual has the right to request a review by a body or individual independent of Inscope Training.

Enrolment will be maintained throughout the duration of the appeals process.

Where a decision is found in favour of the student, Inscope Training will implement the corrective actions immediately.

Appeals will be handled with the strictest confidence. No information will be disclosed without written permission from the CEO.

Release of information is outlined in our Privacy Policy.

All appeals are assessed based on procedural fairness and natural justice principles. This means:

Allegations must be clearly presented to the person concerned.

The person must be given a fair opportunity to respond before any decision is made.

Appeals are evaluated based on merit and fairness in context.

Note: Appeals of assessment decisions cannot be referred to ASQA. These must be reviewed by an approved independent body, as ASQA is not authorised to mediate disputes or advocate on behalf of students.

Dispute Resolution

For formal disputes arising between Inscope and any other persons with whom the supplier may interact with in the provisions of the services:

- Submit dispute in writing to admin@inscope.edu.au Inscope will acknowledge the dispute and initiate internal review within **3 business days**.

Resolution will be sought through:

- Mediation or negotiation with an independent third party. Cost of the independent third party will split 50/50 between Inscope Training and the disputer.
- Disputes are managed in accordance with natural justice principles as outlined above.
- An electronic record of all disputes is to be kept by Inscope Training securely including all details of lodgement, response and actions taken for a minimum of **5 years**.

Student Awareness and Access

Inscope Training is committed to ensuring all students and relevant stakeholders are well-informed of their rights and options for raising concerns. To promote access and understanding, the Complaints, Appeals and Disputes Policy is communicated through the following methods:

- Student Guide – Clearly outlines the process for submitting a complaint, appeal or dispute.
- Student Induction – During induction, students are informed of their right to a complaint, appeal or dispute and directed to the website and student guide for further information.
- Public Website Access – This policy is published and accessible on the Inscope Training website.

Students are also reminded during their training that they may seek support or clarification at any time through their trainer, student support team, or directly with the Compliance Manager.

Monitoring & Continuous Improvement

Outcomes from all complaints, appeals and disputes are reviewed by the Compliance Team to identify patterns, risks, and opportunities for improvement.

Where relevant, outcomes and decisions from complaints, appeals, or dispute reviews will be documented in the appropriate internal registers, including but not limited to:

- the **Continuous Improvement Register** (for systemic or process enhancements)
- the **Risk Matrix Register** (for risks requiring mitigation or monitoring)

Findings inform targeted staff training, updates to policies and procedures, and improved communication with stakeholders to ensure ongoing quality and compliance.

Responsibilities

- **All Staff** – Promote awareness of this policy and treat all concerns seriously.
- **Compliance Officer** – Oversee investigation and resolution, maintain records, monitor outcomes.
- **CEO** – Final point of internal appeal and dispute resolution.

Related Policies, Processes and Procedures

[Privacy Policy](#)

[Records Management Policy](#)

[Continuous Improvement Policy](#)

[Risk Management Policy](#)

Relevant Legislation and Standards

Registered Training Organisation User Choice Skills Assure Supplier Policy/ Agreement

National Vocational Education and Training Regulator Act 2011

Standards for Registered Training Organisations (RTOs) 2015