

## Purpose

This document is intended to provide NFA and its staff with clear policy and procedures in managing a complaint from participants in NFA training programs.

## Related Standard

Based on AQTF standards 2.7 which stated that

*The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.*

and based on VRQA guideline 2.1 which stated that

*The provider must demonstrate that it is able to monitor course quality, externally moderate student performance and drive continuous improvement in course delivery.*

## Scope

This document applies to all NFA approved trainers, assessors and co-providers who deliver training programs for unit(s) that are currently registered under the Scope of Registration. Depending upon the nature of the complaint, it may also apply to other NFA staff, NFA training venues, facilities, equipment, VETTRAK system or other related issues.

## Policy statement

NFA has created policies and procedures regarding the management of complaint and appeal submitted by participant in relation to all aspect of NFA training programs.

NFA complaint and appeal policy and procedures only apply to participants enrolled in NFA training programs that relate to units registered under the scope of registration.

If a participant appeals against multiple NFA training programs, based on principles of clarity and fairness, each appeal application will be managed individually.

If more than one participant is appealing against the same NFA training program, based on principles of clarity and fairness, each participant will submit an individual appeal application.

Complaints and appeals to NFA training programs can be classified into three categories: formal, informal and external.

Formal complaints and appeals will follow the procedures covered in this document. If the complaints and appeals cannot be resolved, then it will be referred to external professional expert to resolve the matter.

Informal complaints and appeals will be considered to be discussions with NFA and related parties to address concerns. If the matter requires further action then it will be a formal complaint and appeal.

NFA applies the principles of fairness and equity to resolve any complaint against NFA training program in an effective, cooperative and efficient manner.

NFA will resolve any complaint constructively and proactively in order to achieve a satisfactory outcome for all parties.

All NFA approved trainers, assessors and co-providers cannot discourage any participant to submit a complaint against NFA training programs.

All complaints and appeals will be handled professionally and in confidence. No participant information will be released during the process.

Participant must submit a complaint or appeal formally by using NFA – Participant Complaint and Appeal Form.

A completed NFA- Participant Complaint and Appeal Form must be returned to NFA main office within 30 days upon completion of the training program completed.

A receipt will be provided by NFA to the participant as a record.

The complaint application will be managed by a complaint management panel. Members of the panel will be appointed by the NFA MANAGING DIRECTOR.

The application will be handled by an appeal panel with trainers/assessors/co-providers qualified to deliver the related training program.

The trainers/assessors/co-providers in the appeal application cannot be selected in the appeal panel.

A decision will be made regarding the appeal application within 14 days.

A formal decision will be communicated to NFA MANAGING DIRECTOR regarding the outcome.

A formal decision will be made within 30 days.

This decision will be conveyed to the applicant by NFA MANAGING DIRECTOR within 3 days.

A formal notification will be conveyed to the participant by NFA main office after the MANAGING DIRECTOR has been advised.

All complaints and appeals submitted to NFA office are to be documented. The feedback and decision made in relation all complaints and appeals are to be filed according to the NFA - Record Retention Guideline.

All NFA approved trainers, assessors and co-providers are regulated under the co-provider agreement. The issuance of statement of attainment for NFA co-providers must be compliant to the NFA co-provider agreement.

All NFA approved trainers, assessors and co-providers must observe and follow the code of conduct outlined in the co-provider agreement.

All recorded complaints and appeals will be used for the improvement of NFA training programs.

## Responsibilities

NFA MANAGING DIRECTOR

NFA compliance manager

NFA approved trainers and assessors

NFA co-provider

NFA main office administrative staff

## Procedure, Implementation and Communication

Participant indicates intent to submit a complaint or appeal regarding a NFA training program.

Participant communicates with NFA to indicate the intention of a complaint or appeal. If the matter can be resolved verbally, no further action will be required.

If the matter cannot be resolved, a formal complaint must be lodged by the participant using the NFA - Complaint and Appeal Form.

Once a formal complaint or appeal is received, the NFA administrator will check to ensure the complaint or appeal is lodged within 30 days of the completion of the NFA training program.

After the complaint or appeal is lodged, NFA will forward a receipt notification to the participant. Participant can check progress of the complaint referring to the allocated "Receipt No.".

A complaint management panel will be formed by members appointed by the NFA MANAGING DIRECTOR. To avoid any conflict of interest, any NFA approved trainers, assessors and co-providers related to the case cannot be selected to the Appeal management panel.

Members of the Appeal management panel will carefully examine the evidence submitted. All complaints or appeals will be managed professionally and confidentially in order to achieve a satisfactory resolution for all parties.

A decision will be made regarding the appeal application within 14 days.

A formal decision will be communicated to NFA MANAGING DIRECTOR regarding the outcome.

A formal decision will be made within 30 days.

This decision will be conveyed to the applicant by NFA MANAGING DIRECTOR within 3 days.

A formal notification will be conveyed to the participant by NFA main office after the MANAGING DIRECTOR has been advised.

### Associated Documents

NFA - Complaints and Appeals form

NFA - Co-provider agreement