

KTA103

## 1. Summary

Komatsu Training Academy (KTA) is committed to delivering quality training and assessment services.

KTA acknowledges that the appeals process is concerned with a participant's right to request a change to decision or processes of an official nature, usually in relation to academic, assessment or procedural matters.

## 2. PURPOSE

The purpose of this policy is to ensure that KTA responds to participants appeals by its stakeholders in a timely, appropriate, fair and equitable manner and to outline the steps required for appeals received from its stakeholders. The appeals process outlines the right to an appeals process and decision/s, it applies to all participants enrolled in KTA courses.

### SCOPE

#### Informal Appeal Process:

KTA acknowledges in the case of a participant's appeal against specific academic or assessment decisions, the participant should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the participants appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the participant.

#### Formal Appeal Process:

If the participant is still dissatisfied with the Trainer or Assessor's decision, they have the right to take the appeal to KTA Regional Training Manager. The formal notice of appeal is required to comply with the following principles upon submission:

- the notice of a formal appeal should be in writing, submitted within **ten business days** of notification of the outcome of the trainer or assessor's re-evaluation process.
- the notice of appeal must be submitted within the specified time otherwise the original result will stand. If a participant's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate



KTA103

supporting the case must be forward to the Regional Training Manager. The notice of deferral must be submitted within **three business days** of the conclusion date displayed on the medical certificate.

- the notice of appeal must be submitted within the specified time otherwise the original result will stand. If a participant's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to the Regional Training Manager. The notice of deferral must be submitted within **three business days** of the conclusion date displayed on the medical certificate.
- a notice of appeal will only be considered on the grounds that the participant, has made a reasonable first attempt at assessment activities when the appeal is on academic grounds.
- Support and wellbeing services are available to all participants attending KTA. If any of these services are needed, it should discuss with the Regional Training Manager.

## The written notice of appeal should include the following:

- Full name and contact details
- A clear description of the reason for the appeal, including assessment code.
- Any supporting documentation to support the appeal.
- An indication of the desired outcome or resolution.
- Any health or wellbeing support that is needed.

## KTA Formal Appeals Process

Where required an appeals committee will be formed and will consist of a panel of member with no previous involvement or vested interest in the outcome of the appeal.

Members of the committee may include:

- A representative of KTA management
- A KTA staff member
- A person independent of KTA



KTA103

- The complainant shall be given an opportunity to present the case to the committee and may be accompanied by one other person as support or as representation
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
- The appeals committee will reach a decision on the appeal after consideration of each case presented
- The appeals committee will inform all parties involved of the outcome in writing within **10 business days** of making the decision
- All appeals will be reviewed at KTA monthly management meeting. Continuous improvement procedures may be actioned when the appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the appeal identifies a problem with current KTA policies and/or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

**All appeals including dispute resolution should be submitted in writing to:**

**Komatsu Training Academy - Appeals**  
[kta@komatsu.com.au](mailto:kta@komatsu.com.au)

**External agencies:**

- **National Training Complaints Hotline** on 133 873 or <https://www.dewr.gov.au/national-training-complaints-hotline>
- **ASQAConnect** on 1300 644 844 (VET Tip-offs) or [www.asqa.gov.au/complaints](http://www.asqa.gov.au/complaints)

