



sten Group

***STUDENT
INFORMATION GUIDE***

Version 21

TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
STUDENT AGREEMENT FORM.....	3
Health awareness and disclosure policy	4
Introduction	5
Code of Practice	6
Legislative requirements.....	6
Access and integrity	7
Student Additional Support Services	7
Recognition of Prior Learning/Credit Transfer.....	8
Literacy & Numeracy.....	8
USI - Unique Student Identifier	8
Recognition of Qualification Issued by other NVR R.T.O.'s	9
Fees - Payment terms and conditions.....	9
Cancellation/Refunds Policy	10
Course Prerequisites	11
Attendance.....	11
Manner of Assessment	12
Rights and Obligations	12
Student Records.....	13
On successful Completion.....	14
Assessments applicable only to relevant courses.....	14
Student Feedback	15
Appeals and Complaints	15
Third-Party non-RTO arrangements.....	19

STUDENT AGREEMENT FORM

Welcome to Osten Group.

Congratulations on selecting our NVR Registered Training Organisation to become qualified in your chosen industry. We believe in providing quality training to all students.

In order for us to provide quality service to you, we request that you read the following information carefully.

I agree to:

- Arrive **on time** for all sessions and **be ready** to start at the appropriate time
- Be **fit for work** not tired or hungover, and not under the influence of **drugs and/or alcohol** (*Osten Group reserves the right to refuse entry to the site for persons suspected deemed not fit for work*)
- Contact my assigned **Osten Group Trainer/Assessor** if I am going to be late, absent or sick
- Wear appropriate clothing at all times
- Not **discriminate** against sex, race or religion
- **Switch off my mobile** phone during all training sessions
- **Not smoke** on the training premises, this includes all areas where training is delivered
- Observe and abide by all **Workplace Health & Safety guidelines and wear the appropriate Mandatory Dress & PPE as per the student enrolment form**
- Pay **all fees** expected of me
- I agree that, for the purposes of compliance with government regulations, Osten Group may provide my assessment records to a designated government official. All information obtained will remain confidential.
- Give permission to Osten Group to provide information about me to relevant parties for the purpose of reporting requirements
- Attend an induction into my course of interest before training commences
- This is an agreement between the NVR R.T.O (Osten Group) and myself that if deemed competent upon completion of the chosen Competency I will receive a nationally recognised qualification”

Health awareness and disclosure policy

I am aware and remain informed of the health risks imposed on myself and others associated with Covid19 including the risks associated with public gathering.

I advise that I will not attend any training facility

- After recording a temperature of 37.5 or higher
- With Cold / Virus or Influenza-like symptoms
- Within 14 days of returning from travel (Interstate / Overseas)
- After recent contact with any persons with Cold / Virus or Influenza-like symptoms

I advise that upon attending any training facility, I will adhere to any conditions or procedures in place that are designed to protect the health of the greater community Inc. but not limited to

- Social distancing of 1.5 m from persons in an outdoor environment
- Social distancing of 4 square metre per person for an indoor environment
- Immediately advising RTO staff in the event I feel unwell and following staff direction
- Continually wash hands following Health Warning Coronavirus (COVID -10) RTO flyer
- Cover my cough following Health Warning Coronavirus (COVID-10) RTO flyers
- If identified unwell by RTO Trainer/Assessor or staff member agree to leave premises immediately

I acknowledge that although the RTO has implemented health & safety measures to create a safer environment, that ultimately, I am responsible for my own health and safety and assume the risk involved with attendance

I agree that I am attending this training and assessing at my own risk

Introduction

Welcome to Osten Group.

We specialise in delivering training and assessing to support our students in enhancing their skills and knowledge within the industry.

Osten Group is committed to providing ongoing learning opportunities and support.

Our highly qualified staff have a wealth of knowledge and experience and are committed to providing a quality and enjoyable learning experience in a peaceful environment.

Osten Group is responsible for

- **all compliance of training and or assessment**
- **issuing all Certificates and Statement of Attainments SOAs**
- **enrolling all students**

Osten Group does not guarantee

- **that a learner will successfully complete a training product**
- **that a learner can complete a training product in a manner not compliant with Clauses 1.1 or 1.2**
- **that a learner will obtain a particular employment outcome**

Osten Group Head Office Contact Details:

Telephone: 03 5754 1200

Postal address is: PO Box 290, Tawonga South, VIC 3698

Email: info@ostengroup.com

Website: www.ostengroup.com

R.T.O No: 40776

We look forward to working together with you to help you complete your chosen course of study and wish you the best in your chosen career path.

Yours sincerely

Mr Adam Osten
Managing Director
Osten Group

Code of Practice

The purpose of a code of practice is to outline the obligations and responsibilities required to align with the standards for the provision of vocational education and training. As a registered training organisation, *Osten Group* will ensure that policies and procedures are in place which maintains high standards in the delivery of vocational education and training services.

Legislative requirements

Osten Group is subject to a variety of legislation related to training and assessment as well as general business practice. We will ensure that we meet all legislative requirements of State and Federal Government.

In particular, Occupational Health and Safety, Workplace Harassment, victimization and bullying, Anti-discrimination, Privacy, VET and Vocational Placement Standards will be met at all times. This legislation is also important to you as it details your rights and responsibilities during your work periods and also whilst undertaking training with our organization. Please note the following relevant legislation:

- Vocational Education, Training and Employment Act 2000 - Introduced by the Queensland Government to provide a legislative foundation for flexible high-quality training to support Queensland's workforce, both now and in the future
- Vocational Education, Training and Employment Regulation 2000
- Sex Discrimination Act 1984 – discrimination on the grounds of marital status, pregnancy, sex or family responsibilities or acts of sexual harassment
- Racial Discrimination Act 1975 – (eliminating racial vilification)
- Anti Discrimination Act 1991 – (anti-discrimination, including equal opportunity, unlawful to discriminate or harass people at work, school or in the community.)
- Workplace Healthy and Safety Act 2011, Workplace Healthy and Safety Act 2004 - (Occupational health and safety is a broad area of the law that can be divided into three areas:
 - Common law rules - these laws made by the courts, such as negligence, trespass and defamation are applicable throughout Australia and detailed in the National Occupational Health and Safety Commission Act 1985.
 - State and territory laws that deal with general occupational health and safety issues and with particular industries, work processes and equipment. These laws generally take the form of a series of rules and penalties. WH&S Act 2011
 - State and territory worker's compensation legislation that protects employees in the case of on-the-job injuries
- Disability Discrimination Act 1992 - (discrimination on the grounds of disability).
- Privacy Act 1988 – this regulates how your personal information is collected, stored, used and disclosed to other parties
- Copyright Act 1968 – Act relating to copyright and the protection of certain performances.
- Work Safe Northern Territory – www.worksafe.nt.gov.au/home.aspx
- Work Safe Western Australia – www.commerce.wa.gov.au/worksafe/
- Work Cover New South Wales – www.workcover.nsw.gov.au/Pages/default.aspx

You can view Queensland legislation online at www.legislation.qld.gov.au or Commonwealth legislation is available online at www.scafeplus.law.gov.au/popacts.html . Acts can be viewed online at www.austlii.edu.au.

Access and equity

Osten Group is committed to access and equity across all services offered and we will implement this policy across all areas of the business and this policy will be reviewed for continuous improvement. All staff are trained in the principles of access and equity.

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Policy ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

We will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system which affect their lives by working with various government bodies, industry employers and trainees. We will target the specific needs of market segments in enhancing the economic development of the organisation.

1. Ensure the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups.
2. Ensure and support the delivery of culturally safe training to Aboriginal and Torres Strait Islanders
3. Ensure access and equity issues are considered during curriculum development.
4. Provide access to staff development to assist trainers and contractors who deliver courses to under-represented groups.

Student Additional Support Services

We have the following student support services accessible to Osten Group. Please contact Osten Group office on Phone: 03 5754 1200 or Email: info@ostengroup.com

Counselling

Where counselling is sought, please contact Osten Group representative for assistance in the following:

- drugs and alcohol support services, depression and anxiety etc

Support Services are available 27 hours 7 days a week through **Beyond Blue contact 1300 224 636**

Qld mental health and wellbeing – contact support helpline 1300 642 255 (24 hours a day, 7 days a week)

Literacy & Numeracy Assistance

- Literacy and Numeracy support is available at the student or Employer expense to make arrangements please contact Osten Group so we can help you or for further assistance refer to the **Reading Writing Hotline, contact 1300 655 506.**

Aboriginal and Torres Strait Islander Support

Queensland | AIATSIS corporate website

www.aiatsis.gov.au/family-history/wheel-get-help/queensland

Please contact the RTO or 03 5754 1200 or info@ostengroup.com

Recognition of Prior Learning/Credit Transfer

This guide contains information on:

R.P.L. /C.T. recognise skills and knowledge already gained by assessment against established competency standards, regardless of where or how that skill or knowledge was obtained. This could mean formal or informal training, work experience and/or life experience. It is evidenced based

R.P.L. /C.T. may lead to industry classifications, awards, exemptions or partial exemptions for competencies or programs of training. If you believe you have skills in your chosen area of study you should consult with the Osten Group Trainer/Assessor prior to the enrolment process. The applicant must provide adequate evidence to demonstrate prior experience in, or adequate knowledge of each performance criteria listed in the unit of competency. Credit is provided to students for units or modules where evidenced by AQF certification documentation or an authenticated VET transcript (unless licensing or regulatory requirements prevent this)

Literacy & Numeracy

All Osten Group courses involve Literacy and numeracy screening. Before training commences you will be asked to complete a brief literacy and numeracy skills indicator. If additional help and support is required the Trainer/Assessor will discuss with your options for extra Literacy and Numeracy training.

If students are not achieving successful outcomes in their course of study, they can apply to Osten Group for further assistance from the Trainer/Assessor

Osten Group can provide on request the following training and support:

- One on one assistance and support by Trainer/Assessor
- Understanding assessment requirements
- Self assessment reports and surveys
- Test/Exam preparation
- General Learning Support

USI - Unique Student Identifier

A USI gives you access to your online USI account which will contain all your nationally recognised training records from 1/1/2015 onwards. When applying for a job you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. As the USI is a legislative requirement, all students must have a USI to be able to obtain a Statement of Attainment or Certificate for the training they have successfully completed. You can create your own USI number through the USI website: www.usi.gov.au. Each learner must acknowledge to have read and understood the USI privacy notice at <https://www.usi.gov.au/documents/privacy-policy>. This is also noted on each student enrolment form.

Recognition of Qualification Issued by other NVR R.T.O.'s

Osten Group will recognize and accept AQF and VET qualifications and VET Statement of Attainments issued by any other NVR R.T. O's. They must meet current AQF Standards and should provide a Statement of attainment listing all units completed. For further information and clarification on your Certificate or Qualification please submit to either your Trainer/Assessor or post/email to Osten Group for verification. All documents will then be reviewed to ensure they meet AQF standards and guidelines and you will be contacted accordingly with the outcome.

Fees - Payment terms and conditions

Fees – The total charge for each accredited program consists of two parts i.e., administration fee and materials fee.

Payment is accepted by EFT, *bank cheque, cash, or money order*

Fees may vary depending on the:

- Course and or chosen units/Recognition of Prior Learning/CT
- *All payments are to be finalized before the certificate is printed and issued*
- Replacement of lost certificate or Statement of Attainments - **\$40**
- No refunds apply unless given appropriate reasoning by the student or unless the NVR R.T.O. cancels the course. (Refer to the Refunds Policy section)
- Credit transfer of **\$50** per unit if applicable to course code and requirements
- RPL **\$150** per unit unless provided (if applicable to course code and requirements)
- There are no fee concessions for our courses if you wish to discuss this further, please contact the office on **Phone: 03 5754 1200**
- Course costing fee, including material and administration fees due is: **CLEARLY STATED ON THE STUDENT ENROLMENT & INTRODUCTION FORM** (no additional fees or charges apply for any additional services unless listed above)
- **24hr cooling off period otherwise no refund applies**

The NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500

Cancellation/Refunds Policy

NVR guidelines require an R.T.O. to protect fees paid by the client...

Refunds of fees for non-government-funded courses are available under the following circumstances:

1. Cancellation of course by the **Director** after enrolment and commencement. (The student does not have to make an application for a refund; Osten Group will process it automatically).
2. Cancellation of course by the **Director** due to RTO or third-party closure, after enrolment fee paid no commencement. (The student does not have to make an application for a refund; Osten Group will process it automatically).
3. Cancellation by a **Student** after commencement of a course for special circumstances such as:
 - Illness - Medical certificate
 - Show extreme personal hardship
 - Family difficulties
 - An initial non-refundable administration fee/deposit of 20% will apply to all courses.
4. Cancellation by a Student with no special circumstances after enrolment into course:
 - No refund will be given

The student must complete an application for a refund. (Written evidence must be provided to qualify for special circumstances).

A student should request an "Application for a refund form" from the administration office. However, should Student's wish to participate in competencies in a future course, the original fees paid, can be used as credit towards that course if it starts within 6 months of the initial payment.

Course Prerequisites

Entry requirements will depend on course, or qualification this information will be clearly stated in the student enrolment & introduction form.

The following requirements are mandatory for all **HIGH-RISK WORK LICENCES QLD**:

- Student must be over 18 years of age
- 3 forms of ID, Photo ID driver's license or passport
- Must be able to read and write
- Must have sound understanding of the English language

- You must successfully complete training and assessment in the **dogging competency before you are eligible to undertake training as a basic rigger**

- Interstate applications will be considered when:
 - the application lives close to a location in Qld where a HRW application can be made (for example border locations such as tweed heads
 - the applicant lives interstate but their primary place of work in Qld this includes fly in fly out workers. These applicants must provide evidence that they are fly in fly out workers or through a letter from their Employer or a Statutory declaration form
 - The applicant works for a national company that has a commercial arrangement with a RTO that provides the training & assessment in Qld. These applicants must provide evidence of the commercial arrangement through a letter from their employer

Interstate applicants must complete their training & assessment in Qld and lodge their HRW license application in Qld

Attendance

At the commencement of the course each student is given an induction and must complete a sign-up kit with a variety of forms and paper work with the Trainer/Assessor.

This must be signed off and completed before any training commences.

The Trainer/Assessor will issue the student a scheduled timetable of the training sessions.

It is important to attend all scheduled training sessions to maximise the opportunities for success and to be deemed competent in your course of study.

In the case of anticipated absence from class, please ensure that the Trainer/Assessor has been given adequate notice via email or phone.

Manner of Assessment

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved with 100% accuracy. The student is deemed to be competent or not competent based on the evidence collected.

Each assessment can be attempted up to three (3) times in order to achieve competency.

Assessments may include:

- Group discussions
- case studies
- projects
- self assessment
- surveys
- practical assessments
- Practical tasks, test/exam
- Observable tasks
- Individual presentations
- or research activities

Each piece of assessment submitted must be signed and dated by the Student and the Trainer/Assessor and duly recorded in the Training Record Book.

Rights and Obligations

As a student you have the same rights as all workers, such as the right to:

- A safe working environment
- No Discrimination on the basis of race, colour, creed or sexual orientation
- No harassment (either bullying or sexual harassment)
- Privacy and access your own records
- Cooling off period
- Complaints/appeal process

Student Records

Student records are managed securely and confidentially and are available for perusal on written request and sighting of identification by the student.

All records are kept on the cloud a hard drive and on disc and all assessments are scanned in and kept on a disc (Electronic copy).

Transfer of student results and other records in the event that Osten Group ceases to operate or if the RTO, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;

If Osten Group ceases to operate, it must, within **14 days** of ceasing, forward all student results, including student records (name, address and any identifier, such as date of birth) to the Department of Employment and Training's regional office.

The documentation is to be a complete, accurate and ordered copy of all student results/details since initial registration. The records must be in the form of a disk copy or hard copy, and include software details. Copies of qualifications/Statements of Attainment granted to students, and a list of the competencies/modules achieved for each student must also be included.

Retention and Safeguard of Student Results and Assessment Records Framework

All items, the description of each, the period to be retained and the number to be retained are outlined in the "Department of Employment and Training; Retention of Student Results and Assessment Records Policy"

Safeguard Procedure

Osten Group must:

- Designate an employee or employees to coordinate its information safeguard program;
- Assess risks in each area of its operations;
- Require service providers, by contract, to implement appropriate safeguards for customer information in form of the confidentiality agreement.

Document any material changes to the business that may affect this safeguard procedure

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements via email or phone contact

Statement of attainment records

Records of SOA retained for a period of **30 years**. Records of qualifications and statements of attainment issued, sufficient to enable reissuance, are retained for a period of 30 years

On successful Completion

Once you have been found competent in the skills and knowledge of your specified course you will be presented with a **Nationally Recognised AQF VET Qualification - Certificate & list of result or Statement of Attainment**. *Osten Group does not provide “wallet cards” although advises students to take a photo of their SOA and keep it on their phone for safe keeping or to show an Employer when needed.*

Only learners who have been assessed as meeting the requirements of the training product are issued with AQF certification documentation.

AQF certification documentation is issued within **30 days** of all requirements being met

High Risk Licences

The Accredited Assessor will formally assess your practical skills and theory knowledge to the specified level for the High-Risk Work Licence applied for.

If you are assessed as 'not competent', the assessor will provide you with details of the areas requiring improvement. Your training continues until such time as you are reassessed as 'competent'. You may be reassessed more than once.

Once assessed as competent the Accredited Assessor will issue you with an Assessment Summary and Osten Group will issue you a Statement of Attainment.

You must then obtain an application form online from Worksafe
Submit an application online

Complete the online [application for a new Queensland HRW Licence](#) .

This must be done within **60 days** of successfully completing the practical assessment.

- **the candidate summary** provided by WHSQ Licensing upon successful completion of assessment and the Assessment notification number also known as the assessment summary no
- **any current HRW licences** – to transfer details onto the application form
- **any relevant high risk work licences issued by another jurisdiction**
- **proof of identification documents** (originals) totaling at least 100 points – Category A, passport, drivers licence Category B- Fire arms licence, medicare card, financial card.
- **passport-sized current photo** - a nominal fee (check in advance that the outlet you are going to has photo taking facilities).

Assessments applicable only to relevant courses

Assessments must be signed off by the Trainer/Assessor.

Completed assessment may be submitted to the Trainer/Assessor or to Osten Group representative.

If assessments are emailed to a Trainer/Assessor it is essential for Students to keep an electronic record of this process.

Assessment Results

Student's completing competencies will be assessed as either:

- | | | |
|-----------|---|-------------------------|
| C | - | Competency Achieved; or |
| NC | - | Not Competent |

Student Feedback

At various times throughout, and at the completion of your course, we will seek your comments and feedback in relation to the competency content, delivery methods and Trainer/Assessor performance.

This form is called a “**Student feedback form**” and will be issued by the Trainer/Assessor at the end of each individual unit session.

This feedback can be anonymous and helps us to identify processes for continuous improvement of future programs of study.

Appeals and Complaints

Osten Group seeks to provide a safe and professional learning environment free from discrimination.

What is a complaint:

A Complaint arises when a client/student is not satisfied with an aspect of Osten Group services and requests action to be taken to resolve the matter.

The person making the complaint (“the complainant”) will have to be identified to the person complained about (“the respondent”), unless the facts of the complaint are not disputed.

What is an appeal:

An Appeal arises when a client/student is not satisfied with a decision that Osten Group has made. An Appeal can relate to assessment decisions but they can also relate to other decisions such as a decision to exclude a learner from a program.

The person making the appeal (“the appellant”) will have to be identified to the person complained about (“the respondent”), unless the facts of the appeal are not disputed.

Procedure: (Contact Osten Group for full details)

Our procedures for handling client/student complaints are based on confidentiality, impartiality, procedural fairness, protection from victimization and prompt resolution.

The process for clients and student’s who wish to make a complaint is outlined in the document

Where appropriate, complaints will be resolved at the lowest level of management, however Osten Group recognises that some complaints are most appropriately dealt with at a more senior level, e.g., complaints of victimization or unlawful discrimination or harassment, complaints that could lead to finding of misconduct or disciplinary action being taken against a staff member or student.

Procedural fairness will be observed in all aspects of handling a complaint. In practice, this means that all parties to a complaint will be informed of the complaint, the specific allegations being made, and all parties will be given the opportunity to respond to any allegations made. Procedural fairness usually requires that the complainant must be willing to be identified, unless the facts of the matter are not in dispute, or where the matter involves allegations of corruption.

Employees, Contractors and Partners have a responsibility to respond to complaints within a reasonable timeframe. Complaints will be responded to as quickly as possible in the circumstances and complainants will be advised of the proposed timeframe for resolution. Unless a complaint is unusually complex or involves allegations of misconduct, we will achieve resolution of a complaint within 4 weeks of the complaint being lodged with the appropriate person in authority. If it is not possible to achieve resolution within this timeframe, the complainant will be advised of this and will be kept informed of the progress of

the matter in writing. Clients and Student's should be aware that if the matter has been lodged initially at an inappropriate level of authority, it may take longer to respond to the complaint.

Assessments are conducted in line with the principles of;

- Validity
- Reliability
- Fairness
- Flexibility

As a student you are encouraged to discuss any issues with the Trainer/Assessor.

Students who are dissatisfied with academic decisions, procedural matters or any issues that directly relate to the successful completion of their course please email or phone for a Complaint/Appeals form.

If any Student has a complaint about their Trainer/Assessor or the delivery of training or the NVR R.T.O. material and resources they:

1. Must complete an Osten Group Student Complaints/Appeal form – ***“Contact Osten Group RTO on 03 5754 1200 or email adamosten@gmail.com”***
2. This form must be either handed to your Trainer/Assessor or
3. Posted direct to Osten Group or
4. Emailed to either Trainer/Assessor, C.E.O. or Director

The grievance/complaint can be presented in person or in writing within **14 days** of the incident occurring.

Steps to follow once completed:

On date of receiving the complaints form, Osten Group will process the form within **14 days**

The complaints form is then reviewed and followed through with one of the following:

1. If a complaint about the Trainer/Assessor – The Director is notified, the Trainer/Assessor and the Employer or a third party are notified, and meetings will be made to discuss the issue and work towards a solution. The student is notified via letter from Osten Group as to the outcome reached.
2. If a complaint about the NVR R.T.O. and resources – the Director, the Trainer/Assessor, third party and/or the Employer is notified. A meeting is held and actions implement to rectify the complaint.
3. Upon agreement of both parties Osten Group will send a letter to the student of agreement reached, this letter will then be scanned, saved and filed for future records
4. **Third Party** - a third-party providing services on the RTO's behalf, its trainers, assessors or other staff or a learner of the RTO and provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

External - Informal complaints resolution where process has taken more than 60 Calendar days

1. If a complaint cannot be resolved internally students may lodge a complaint to ASQA only after exhausting the NVR R.T.O. internal complaints procedures.
2. Student complaints must be lodged using ASQA's online complaint form.

Reporting Documentation:

All documentation relating to complaints and appeals will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the situation. Any material about the outcome of the complaint and appeal will be placed on the appropriate client/student and/or personnel file and will only be accessible to the authorised staff of Osten Group and the individual concerned.

All outcomes and recommendations will be provided to the client/student in writing within 14 days of being made.

Procedure for Complaint or Appeal

1. Trainer/Assessor to provide advice and/or support for strategies to resolve the issue where necessary
2. Student to approach Administration department for a student complaint/appeals form and to send a written complaint detailing your problem to the Managing Director/C.E.O.
3. Upon receipt date of the student complaint/appeals form being received in writing, the complaint must be resolved within **14 days** with both parties reached a mutual agreement
4. Upon receiving the complaint/appeals form it is forwarded to the Compliance officer for action and review
5. The person who the complaint is against (**respondent**) is notified by Osten Group Managing Director of the specific allegations being made against them and all relevant information about the complaint in writing
6. **The hearing rule** -The respondent is given a reasonable chance to consider their position and reply in writing
7. Once Osten Group receives the respondents reply
8. **Case to be met** - Osten Group creates a draft letter stating a summary of the issues being considered by the decision maker along with a proposal of resolution
9. **Both parties have A real chance to reply** - Whether in writing or orally (chance to give your response before the final decision is made)
10. Osten Group receives the replies from both parties and unless any further evidence is submitted and unless the resolution is challenged by either party a written agreement is made of resolution and action implemented
11. Managing Director to issue a written agreement/letter to both parties upon agreement or resolution to complaint received.
12. Compliance Officer to save and file complaint in complaints section
13. *The bias rule - in line with procedural fairness. If the person in authority does not believe they can handle the complaint in an impartial way, they will exclude themselves from the process, and refer the matter to their supervisor. In some cases, resolution of the complaint may also involve appropriate bodies external to Osten Group, e.g. trade unions or statutory bodies.*

14. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- regularly updates the complainant or appellant on the progress of the matter via email or written letter from the Director mailed to the student via postal address provided etc

Formal complaints where an Independent third party is required to hear the complaint/appeal. Independent third party shall not have had any previous involvement with the complaint/appeal and should include representatives of:

- RTO Manager
- Administration
- Another Trainer/Assessor
- Independent third party

Third-Party non-RTO arrangements

Osten Group currently has no Third-Party Non- RTO arrangements in place

Osten Group will advise if this changes

Fees

- all fees will be paid directly to Osten Group states otherwise

Issuing of Qualifications to meet AQF

- Osten Group will provide a Statement of Attainment upon student assessed as competent by the Qualified Trainer/Assessor. The Qualification will be sent directly to the address provided on the student enrolment form address. This process takes up to 3 - 5 days.

Complaints/Appeals

- Same process applies as in this student information guide

Changes

Where there are any changes to agreed services, Osten Group advises the learner as soon as practicable, including in relation to new third-party arrangements or a change in ownership or changes to existing third-party arrangements by phone.