

# **POP TRAINING**

## **COMPLAINTS, GRIEVANCES AND APPEALS PROCEDURES FOR STUDENTS**

### **Complaint Procedures**

If a student is not satisfied with any of Pop Training services, procedures, decisions or solutions, they can bring the matter to the attention of; New Zealand Qualifications Authority, P.O.Box 160, Wellington Phone 04-802 3000 Using the “Complaints Kits for Formal Complaints about Providers[1]” if the provider’s internal procedures do not result in a satisfactory resolution of concerns [1] Complaints Kit for Formal Complaints about Providers –<http://www.nzqa.govt.nz/for-learners/rights/complaints.html>  
Complaints can also be made to the relevant Workforce Development Council, namely Ringa Hora.

### **Academic Issues**

*These procedures relate to complaints and grievances arising from issues concerning classes.*

#### **1. For cases, where it is applicable, to approach the Teaching staff concerned in the first instance:**

- a. The student may write to the Teaching staff within seven days to address the cause of complaint or grievance stating fully the matter for concern.
- b. The Teaching staff shall reply formally in a written reply within seven days of the receipt of letter, with the decision.

#### **2. For cases where complainant is not satisfied with the above:**

- a. The student shall write within seven days to the Managing Director to address the cause of complaint or grievance stating fully the matter for concern.
- b. The Managing Director shall consult appropriately and both parties shall be informed of the decision in writing within seven days.

#### **3. Right of Appeal**

For cases where the student is not satisfied with the above two procedures:

- a. The student may have additional appeal rights to exercise with an associated WDC or NZQA. It is the responsibility of the Teaching staff and/or the Managing Director to make students fully aware of these rights of appeal, and the process involved.

### **Assessment Issues**

Any student who feels that an assessment decision was incorrect is entitled to appeal the decision. Students should first try to resolve any issues directly with the Assessor/ Trainer, in person on the day of the assessment.

If a satisfactory resolution has not been achieved, the following process should then be followed.

The student’s appeal of the assessment decision should be in writing to:

**The Managing Director – [poptrainingnz@gmail.com](mailto:poptrainingnz@gmail.com)**

The request must be received within **ten working days** of the student receiving notification of the assessment decision. It should fully state the grounds for the appeal. Appeals may be brought on such grounds as:

1. The candidate believes that the assessor failed to follow proper and agreed assessment processes and/or procedures.
2. The candidate believes that the assessor failed to recognise or acknowledge the achievement of the required standard of performance.
3. The documented decision differs from feedback received at the assessment.

This list is not exhaustive. Any candidate who feels that credit has been denied them unfairly should use the following procedure:

1. Once an appeal is lodged, it will be considered and within five working days and a decision will be made as to how to proceed. Further information may be required from the candidate including assessment evidence.
2. If an appeal proceeds, the Assessor will be notified and asked to provide copies of the documentation related to the assessment. The Assessor may also provide a written report regarding the assessment. The Assessor does not receive the detail of the complaint.
3. All material provided will be reviewed by a moderator and a determination made as follows:
  - The original decision by the Assessor was justified
  - The original decision by the Assessor should be overturned.
  - A re-assessment is necessary
4. The result of the appeal will be documented and provided to both parties. If either party disputes a determination based on the first or second of these options, then the third option will be followed.
5. Should a re-assessment be necessary it may be undertaken by another Pop Training Assessor who was not involved in any part of the process to date.
6. Re-assessments are done in as short a timeframe as possible.

## **Administrative Issues**

*These procedures relate to complaints and grievances arising from office matters or any other administrative related issues.*

### **1. For cases where it is applicable to firstly approach the staff member concerned:**

- a. The student shall write to the member of staff, within seven days of the cause of the grievance, stating the matter.
- b. The member of staff shall write to the complainant within seven days receipt of the letter, stating decision.

### **2. For cases where complainant is not satisfied with the above:**

- a. The student shall write to the Managing Director within seven days of the cause of the grievance, stating the matter.
- b. The Managing Director shall consult appropriately and inform the complainant of decision, within seven days of receipt of letter from complainant.

## **Withdrawal and Refunds Issues**

*These procedures relate to complaints and grievances arising from withdrawal and refunds issues.*

### **1. For cases where it is applicable to firstly approach the Managing Director:**

- a. The student shall write to the Managing Director within seven days of the cause of the grievance, stating the matter.
- b. The Managing Director shall write to the complainant within seven days of receipt of the letter, stating the decision.

## **Conduct and Person Suitability Issues**

*These procedures relate to complaints and grievances arising from decisions taken in relation to personal conduct.*

### **1. For cases where it is applicable to firstly approach the Managing Director:**

- a. The student shall write to the Managing Director within seven days of the cause of complaint or grievance, stating the matter.
- b. The Managing Director shall reply formally within seven days of receipt of the letter, explaining criteria used to arrive at the decision.

### **2. Right of Appeal**

For cases where the student is not satisfied with the above procedure, they are advised to contact the New Zealand Qualifications Authority (NZQA).