

# PROFESSIONAL DEVELOPMENT POLICY AND PROCEDURES MANUAL

VERSION 1.5 | APRIL 2024

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April 2024 • Version 1.5

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## 1 Overview

The AIRAH Professional Development Policies and Procedures Manual has been designed to govern and maintain the exceptional standard of delivery for AIRAH’s professional development programs. This document covers all the different delivery methods, including face-to-face, in-house, distance, and online education/training programs.

## 2 Continuing professional development

AIRAH is the leading provider of education, training, and continuing professional development (CPD) to the Australian heating, ventilation, air conditioning, and refrigeration (HVAC&R) building services industry. It is our mission to create an Australian HVAC&R industry that is highly skilled and professional, safe, sustainable, and environmentally effective.

### What is CPD?

AIRAH recognises the importance of members and non-members not only developing their technical HVAC&R building services industry knowledge, but also advancing their skills in other critical areas.

CPD is designed to extend or update your knowledge and skills. It:

- Strengthens the entire HVAC&R building services industry by developing practitioners’ skills and knowledge about new technology, practices, regulations and codes
- Satisfies the requirements of state and territory registration and licensing schemes
- Ensures you continually build the knowledge and skills you need to succeed in the competitive business environment
- Assists you in achieving your development and career goals
- Aids in your ability to excel in your role, providing increased value to your organisation and clients
- Provides transferable skills for increased employability
- Helps to build your reputation as a business leader

CPD activities are categorised as:

<b>Technical</b>	HVAC&R building services industry technical activities and knowledge.
<b>Business</b>	Project management, business development, finance and business planning, occupational health and safety, and other business-related development.
<b>Leadership</b>	Strategic development, managing people, change management, ethical standards, and other leadership-related development.
<b>Personal</b>	Teamwork, mentoring and coaching, relationships and interpersonal skills, and other personal development.

CPD activities can comprise a mix of formal learning activities, such as:



CPD opportunities also include informal learning activities such as reading relevant books, journals, and technical manuals.

For more information on recognised CPD activities, please refer to [this section](#) of the AIRAH website.

### About APER

The [AIRAH Professional Engineer Register \(APER\)](#) is the professional accreditation for engineers operating in the HVAC&R building services industry. It demonstrates to the public that an engineer is qualified, competent, and ethical.



To ensure engineers holding this status are of the highest standard of contemporary practice, we require evidence of relevant CPD. This is a vital pillar of APER accreditation, and our CPD requirements were established to meet the expectations of government, profession, industry, and public.

CPD for AIRAH Professional Engineer Register (APER) applicants is **mandatory**. The APER program requires participants to undertake CPD to become and maintain their APER status. Applicants must provide a record of 150 hours of completed CPD over the last three years, at a minimum of 50 hours each year. At least 70 per cent of CPD hours must relate to technical matters relevant to the discipline of engineering in which you are being assessed.

AIRAH will conduct audits of CPD hours of APER applicants and members. As such, you must be able to show proof of your claimed CPD activities.

CPD for AIRAH members is recommended. We encourage all members to participate in CPD, but there is no official obligation to either participate in or formalise your relevant activities. For information on recording your CPD activities, please refer to the [Recording CPD](#) section.

## Key features of CPD

- **Continuous** – CPD operates throughout the practitioner’s working life.
- **Focused** – CPD is necessary for the execution of specialised technical duties related to maintaining the quality and relevancy of expert services.
- **Broad-based** – CPD develops knowledge, skills, and personal qualities.
- **Structured** – CPD offers systematic maintenance, improvement, and broadening of a person’s skill base.

## Recording CPD activities

AIRAH has an online CPD diary that allows members to record all their learning and development activities.

AIRAH activities requiring registration and that qualify for CPD are automatically recorded in your diary. Activities that are less formal in nature (such as Special Technical Group and committee participation) must be manually added.

The diary also allows members to record learning and development activities undertaken outside of AIRAH. It provides the opportunity to maintain a complete record of all learning and development activity throughout your career. You should provide the type of learning, learning provider, number of hours, and date of activity.

Please [sign in to your AIRAH member account](#) to access the CPD diary.

APER applicants can download and complete the relevant CPD Record Template from [this page](#) to help collate their eligible CPD activities.

### **3 Fees and charges**

Formal professional development courses offered through AIRAH are conducted on a commercial basis and all participants are expected to pay for their course on enrolment.

#### **Additional fees**

Additional fees could be incurred in the following situations:

- If a student has been unable to complete course work in the allotted course timelines and wishes to extend their study period. An extension fee may apply. Fees will vary depending on the length of extension and the course/program they are enrolled in.
- Replacement Certificates or Statements of Attainment are available upon request – the current fee is \$55 per document (incl GST). Note: Certificates may alter over time; there is no guarantee that you will be able to receive an identical certificate.

## 4 Enrolment

Participants may enrol in any AIRAH professional development training program in person or online using the course registration form.

Payment must be received prior to commencement of the course. Unpaid bookings do not guarantee an enrolment position.

### Procedure

Upon receiving an application for enrolment:

- Where entry pre-requisites apply, AIRAH will review the application to ensure they have been met.
- AIRAH ensures all information has been provided and processes the application by entering details into the database(s) and raising the invoice/receipt.
- AIRAH forwards a confirmation of enrolment details to the participant, together with a copy of the tax invoice/receipt for their records.
- Where the course is conducted by distance or online learning, materials are forwarded before the start of the program if applicable.



## 5 Refunds and cancellations

Registration may be cancelled up to 10 working days prior to commencement of the course with participants either transferring to another course/intake or receiving a refund less a 20 per cent administration fee. In all other cases of cancellation, the extent of any refund will be at the discretion of the AIRAH Chief Executive Officer.

A cancellation request will be accepted either in writing or verbally. However, it must be confirmed in writing.

If no cancellation notice is received, or cancellation is made with less than 10 days' notice, the extent of the refund will be determined by the AIRAH Chief Executive Officer on a case-by-case basis.

Another participant may be substituted at any time prior to course commencement should the nominated person be unable to commit to the course. Note: Where a non-member is substituted for a member the difference between the rates must be paid. Also, where pre-requisites apply (such as the **Professional Diploma of Building Services – HVAC&R**) these criteria must be met by any substitute.

AIRAH reserves the right to cancel or postpone a course to an alternative date due to insufficient numbers or unforeseen circumstances. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course/intake period.

Note: AIRAH's online professional development training system may need to be temporarily shut down for maintenance during the duration of a training program. However, AIRAH will endeavour to inform all students of this downtime in advance.

## 6 Student personal details

### Privacy and student records management

AIRAH respects privacy and in collecting personal information will comply with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Act).

This Privacy Policy sets out the information handling practices for AIRAH, including our websites.

This Policy deals with the collection, use, and handling of personal information. This means information in document or electronic formats that can be used to identify or reasonably identify an individual.

### Collection of personal information

#### Account

In order to access and make use of AIRAH services and to purchase products, you must create an account using an email address and password. Basic information is required when creating an account. You are responsible for providing accurate, current, and complete information during the registration process and to update such information to keep it accurate, current, and complete. It is your responsibility to keep your account details confidential. You are liable for all activity on your account.

The account is personal to you. You must not disclose your account details to any third party, nor allow a third party to make use of your account, or log into your account on multiple computers/platforms simultaneously and you will take sole responsibility for any activities or actions under your account, whether or not those activities or actions have been authorised by you. To ensure your privacy is protected you must immediately notify us of any unauthorised use of your account.

#### Membership

AIRAH collects and holds information from members or prospective members through membership-related applications. This information includes name and contact details, date of birth, gender, and relevant qualifications and work and employment activities. This information enables AIRAH to uniquely identify members and to assess what products and services may be most suitable and of interest to members and to process membership upgrades.

Information on prospective members collected through website forms, registrations, and participation in events and professional development activities is used to contact people about becoming a member.

For ongoing membership management, members are able to log in, verify, and update this information. This is one of the steps that we take to keep this information accurate, up-to-date, and complete.

#### Education and professional development

AIRAH collects and holds enrolment information from members and non-members. These records are kept for verification of participation. Ongoing information about participation in education and professional development is kept in a secure environment only accessible to AIRAH staff.

## Events

AIRAH collects and holds information about members and non-members provided through registration to attend events, briefings, and conferences. This includes, if applicable, personal information such as dietary or mobility requirements; travel bookings; image (video or photographs) or sound recordings; and a record of the events and workshops a member or non-member has attended.

## Use of personal information

AIRAH uses personal information collected and held through membership application, education, and event registration or attendance to:

- Administer member and non-member requirements relating to the respective program
- Assist in improving services to members and non-members
- Track and record professional development attendance
- Analyse attendees' interests to better meet their needs
- Enable furthering of the objectives of AIRAH

AIRAH will not use your personal information for any purpose that you would not reasonably expect unless it is consistent with the Privacy Act.

## Disclosure (sharing) of personal information

### Types of disclosure

We may disclose your personal information for the purposes described in this Privacy Policy or as otherwise permitted under a Privacy Act. For example, we will typically:

- Confirm membership, prior membership, enrolments, or accreditation by disclosing personal information to the public (including professional, government and statutory bodies);
- Disclose personal information to third parties that include employers of students and members, local and international professional bodies, external payment providers, law enforcement bodies, government and statutory bodies and regulators;
- Disclose your personal information to another entity within the AIRAH corporate group, in order to facilitate the provision of products and services to you (for example, disclosing your contact information to an AIRAH overseas group member if you are going overseas), in order to manage, coordinate, and facilitate our global operations or because that AIRAH corporate group member is responsible for the provision of backend services to AIRAH (for example technical or marketing services);
- Disclose personal information to AIRAH committees, sub-committees, panels, local leadership teams, special interest groups, discussion groups, working groups, tribunals, and councils, which may or may not comprise members of AIRAH;
- Disclose personal information about students to tertiary and academic institutions which those students attend or have attended and to the student's employer or mentor;

- Disclose student personal information to fellow students in order to facilitate team learning activities for the purposes of an AIRAH program or educational course;
- Disclose student personal information to members of AIRAH appointed to the roles of mentors, facilitators, leaders and assessors in delivery of an AIRAH program or educational course;
- Disclose personal information to vendors, suppliers, business partners and other third parties associated with AIRAH to carry out the operation of our business;
- Disclose the details of a mediation and/or dispute being facilitated by or on behalf of AIRAH, including all information related to the mediation or dispute, to each of the parties involved, the mediator and any other relevant parties;
- Disclose the personal information of employment and contractor applicants to recruiters and recruiting personnel for assessing suitability for employment or contract work;
- Disclose personal information to third parties to mitigate a serious data breach.

### **Security of personal information**

AIRAH holds the personal information it collects on electronic databases. We take reasonable steps to protect the security of personal information against the loss, misuse, interference and/or unauthorised access, disclosure, or alteration of information under our control.

These security measures include:

- Firewalls to prevent the hacking of our database;
- Clauses in employee agreements requiring confidentiality and training on the importance of the privacy legislation;
- Appropriate security access to AIRAH premises, staff, and systems;
- The use of passwords for access to database information and the use of security levels within the database to ensure that staff only access the information required to perform their duties; and
- Security bins for the disposal of written information.

Where appropriate, we use secure transmission facilities. However, no transmission of information over the Internet can be guaranteed to be completely secure and we do not warrant the security of any information transmitted by or to us over the Internet.

### **Retention of information**

Subject to the proper use and disclosure, all of the personal information about you is held on password protected databases and may also be stored in hard copy in secure storage premises in facilities that AIRAH occupies, or is operated by AIRAH's service providers.

Only authorised AIRAH personnel may access your personal information and even then, only for the purposes set out in this Policy.

Once AIRAH no longer has a need for your personal information, it will either be destroyed or de-identified.

## Access to and the accuracy of personal information

Individuals have a right to ask for access to the personal information that is held by AIRAH. Unless there is a lawful reason not to, AIRAH will provide access to it and allow you to correct any wrong information. This can be done via our website with your personal login details or by contacting AIRAH National office in writing, by email, or telephone.

Your identity will need to be verified prior to information being provided. If access is not provided to your personal information or refusal to correct it occurs, you will be provided the reasons for this situation. In this case your requested change can be added as a note alongside the information that has not been agreed to be corrected. AIRAH contact details are at the end of this Policy.

## Requests for access and complaint resolution mechanism

In the event of any questions, concerns, or complaints regarding the way in which personal information is handled, you should contact the AIRAH Privacy Officer at:

AIRAH  
James Harrison Centre  
Level 3, 1 Elizabeth Street  
Melbourne 3000  
Phone: (03) 8623 3000  
Email: [airah@airah.org.au](mailto:airah@airah.org.au)

AIRAH takes your privacy very seriously. Where concerns are expressed that interference has occurred with your privacy, or you are seeking access to information about you that we hold, AIRAH will respond quickly to let you know who will be handling your matter and when you can expect a further response.

If you are dissatisfied with our response you may direct your concerns or complaints to:

Office of the Information Commissioner  
Phone: 1300 363 992  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

## Records management

It is important that accurate records of candidate participation in any AIRAH professional development program are maintained. When a candidate enrolls three records are created:

1. The CRM database (IMIS) is used for invoicing. Details recorded may include company, address, email, and phone contact information as well as course/unit.
2. The Learning Management System (Moodle) is used to hold student information including candidate contact details, the course and unit they are undertaking, start and end dates, and assessment results.
3. An electronic student file is created on the AIRAH document server. This is the working file that will hold all relevant information relating to the unit being studied, and will be kept for a limited time after completion of the unit. Records will include copies of the registration form, invoice, welcome letter, email correspondence relating to results and resubmissions, and final results.

## 7 Assessments, extensions, and appeals process

### Assessment

Some of AIRAH professional development programs contain assessable components.

Assessment is competency-based, and participants must demonstrate their competency across a range of defined criteria to achieve a satisfactory result.

If a participant has not submitted course work by the end of the program duration, they will be deemed *Not Yet Competent* (NYC).

Participants who do not gain a *Competent* grading in an assessment are entitled to a re-submission. Failure in the second assessment will result in a *Not Yet Competent* grading and the participant will be required to undertake further training before further assessment will be conducted. Additional costs may be incurred.

### Notification of results

Candidates will be advised of their result (either for assignment or unit) within one week of the assessment being completed.

Initial notification may be by email. Where candidates are undertaking a long-term qualification, such as the AIRAH accredited **Professional Diploma of Building Services – HVAC&R**, they will have their results posted on the online training portal.

### Extension of time

In exceptional circumstances, an extension of time may be granted to complete course work in long-term online programs:

- Participants unable to complete the program and case study assessments due to illness or exceptional circumstances may apply for an extension.
- Extensions must be applied for and granted at least one month prior to the due completion date.
- Extension fees may be incurred by the student. Please review the *additional fees* section of the AIRAH Professional Development Policy and Procedures Manual.

Extensions need to be in writing and sent to an AIRAH Education team member.

### Assessment appeals

AIRAH will endeavour to support each candidate to complete **training programs** and achieve competency. Our aim is to offer assistance to enable each individual to achieve success in their studies.

If a participant is dissatisfied with their assessment or has been graded as *Not Yet Competent*, they can:

- Contact an AIRAH Education team member to discuss their concerns.
- Resubmit the task with any additional information.
- Review the second result. If the participant is still dissatisfied, an AIRAH Education team member may organise a second assessor to conduct an assessment.
- If the participant is still dissatisfied with their result, an AIRAH Education team member along with the two assessors involved will review the assessment task.
- The complainant will be notified of the outcome of their appeal in writing by an AIRAH Education team member.
- Additional fees may apply for the cost of any unscheduled regrading.

## 8 Student code of conduct

### Participant misconduct

This policy applies to incidents of academic and non-academic misconduct by participants enrolled in AIRAH professional development programs.

AIRAH will implement this policy in accordance with the following principles:

- Each case of alleged misconduct will be dealt with on its merits, considering the circumstances surrounding the case, and in accordance with this policy.
- Any participant who is the subject of an allegation of misconduct will be treated fairly, with dignity, and with regard for their privacy.
- AIRAH will treat all participants facing allegations of misconduct fairly and equitably regardless of gender, race, ethnicity, age, disability, or background, consistent with equal opportunity policy and the principles of natural justice and procedural fairness.
- Any participant who is the subject of an allegation of misconduct is entitled to be regarded as not having committed the act of alleged misconduct unless and until they admit to the misconduct; or a fair and proper investigation or hearing leads to a reasonable determination that they committed the act of misconduct.
- Knowledge that a participant has acted in a particular way in the past will not be assumed to be evidence that they have acted in the same manner again. Such knowledge may, however, be evidence that a participant is aware that such action constitutes misconduct or may be relevant to any penalty imposed.
- Where any work (or part of work) submitted for assessment by two or more participants is deemed by an AIRAH assessor to be the same or substantially the same, AIRAH will consider this to be *prima facie* evidence of copying by those participants.

### Academic misconduct

#### Plagiarism

Plagiarism refers to attempts by participants to use the work, words, or ideas of others without proper acknowledgement or attempts to pass off the work, words, or ideas of others as their own.

In the context of assessment, plagiarism occurs if a participant:

- Presents any phrase or extracts, verbatim, without using quotation marks or referencing the author.
- Paraphrases all or part of an author's work and presents it without referencing the author or providing adequate reference to the author.
- Copies or paraphrases all or part of another participant's work and presents it as their own.



- Presents all or part of an assessment item previously submitted for assessment in another course or unit.
- Presents all or part of the work of another participant (past or present) as their own.
- If a student uses an AI tool, then claims it as their own work, this will be considered as plagiarism.

## **Collusion**

Collusion is an agreement or cooperation in order to cheat or deceive for a fraudulent purpose. Collusion can apply to participants (past or present) who intentionally co-operate to gain an unfair advantage towards the achievement of an award, qualification, statement of attainment or credit towards these.

Collusion also refers to the following practices, which are not considered allowable assessment preparation approaches:

- Unauthorised and unacknowledged joint effort in an assessment.
- Unauthorised and unacknowledged copying of material prepared by another person for use in an assessment.
- Unauthorised and unacknowledged assistance from another person.

## **Non-academic misconduct**

Non-academic misconduct is any action or conduct by participants relating to people or property that does not meet AIRAH standards. Non-academic misconduct includes:

- A participant behaving inappropriately in an activity under the administration or supervision of AIRAH.
- Obstructing any AIRAH staff member in the performance of their duties.
- Acting dishonestly or knowingly making false or misleading representations in relation to enrolment in an AIRAH activity.
- Altering or defacing any AIRAH document or record.
- Misusing, stealing, damaging, or destroying any property of AIRAH, a staff member, or another participant.
- Wilfully disobeying or disregarding any order, direction, or condition made by AIRAH.
- Interfering with the freedom of others to pursue AIRAH activities.
- Harassing or intimidating another participant or staff member based on race, ethnicity, sex, marital status, sexual preference, disability, age, religious or political convictions, or for any other reason.

- Prejudicing the good name, academic standing, or good order and government of AIRAH.
- Online bullying.

## Misconduct procedure

Where an AIRAH staff member, assessor, or another participant suspects an act of misconduct has occurred, they must report the matter to the AIRAH Education team and the Chief Executive Officer.

The Education team is responsible for investigating all cases of alleged misconduct and recommending appropriate action to the Chief Executive Officer taking into consideration:

- The type of misconduct alleged.
- The seriousness of the allegation(s).
- The available evidence.
- Any time constraints or procedural expediency required.

The participant(s) results will be deferred until all proceedings have been finalised.

The Education team's response will include:

- Informing the person about whom the complaint is made and seeking their views and perspective.
- Giving consideration to the use of a mediator.
- Informing the complainant of the outcome of the complaint in writing within five working days.

If the matter remains unresolved, the Education team will refer the matter to a misconduct committee.

An AIRAH Education team member will provide written notification to the person(s) concerned at least 10 days prior to the hearing date. The written notification will contain:

- Date, time, and location of the hearing.
- Details of the alleged misconduct.
- Composition of the committee.
- Notification that the participant should attend the hearing and that one support person may attend the hearing.

The person(s) who is/are the subject of the allegations may:

- Present written or oral submissions, give evidence, correct information, and explain their conduct and any mitigating or extenuating circumstances.

- Hear all the evidence presented, examine all written submissions, and question any person giving evidence before the committee.

Committee hearings will be recorded in writing and utilised if an appeal against the committee's decision is lodged.

As soon as possible after the hearing, the participant(s) will be sent a letter outlining the:

- Decision of the committee.
- Reasons for the decision.
- Penalty to be imposed (if applicable).
- Procedure for lodging an appeal (if applicable).

If the committee finds misconduct did not occur, the decision will be final and all records destroyed. An AIRAH Education team member will arrange for assessment and/or the release of the participant(s) results if applicable.

If an academic penalty is imposed, an AIRAH Education team member will record this in the relevant course file.

## Appeals process

The person(s) concerned must provide notification of their intention to appeal in writing to the Education team and must outline the grounds for their appeal as follows:

- That the penalty imposed was excessive.
- New evidence is available.
- The misconduct committee decision was made without due consideration of the facts, evidence and circumstances.
- Bias, prejudice, or conflict of interest.
- Some significant policy or procedural irregularity occurred in the investigation or hearing.

The matter will be referred to an independent appeals panel and the following actions taken:

- The chair of the appeals panel will determine whether the appeal should be dismissed or a hearing convened.
- Written notification will be provided informing the person(s) that their appeal has been dismissed (including the reason for this decision) or that the appeal will be allowed and providing details of the appeal hearing.
- The appeal hearing will normally take place no more than 10 days after receipt of the above written notification.

- At appeal hearings, AIRAH and the person(s) concerned are entitled to representation, to question other parties, and address the hearing.
- The person(s) concerned and relevant AIRAH staff will be notified of the outcome of their appeal in writing by an AIRAH Education team member.
- The proceedings and decision of an appeal will be kept confidential.

The appeals panel decision will be binding and final on all parties. There will be no further right of appeal.

Where the appeals panel upholds an appeal, the appeals panel may reduce the penalty.

Where the appeals panel does not uphold, or dismisses, an appeal, the original decision of the misconduct committee will be confirmed and processed.

The appeals panel may recommend a reduced penalty even if it does not uphold an appeal.

Should the matter not be resolved to the participant(s) satisfaction, they may take whatever action is open to them under Commonwealth and state legislation.

## Documentation

Details of both academic and non-academic misconduct must be recorded in the National Office.

Records should include:

- Initial report of alleged misconduct.
- Notification to the participant(s) if the investigation does not proceed.
- Notice of allegation of misconduct and misconduct committee hearing.
- Notification of outcome and right to appeal.
- Notice of appeal.
- Appeal committee decision.
- Documentation tabled at appeals panel hearing.
- Other documentation relevant to the investigation of the incident.

Where it is determined that no misconduct occurred, all record of the alleged misconduct, apart from appeals panel proceedings, will be destroyed.

## Penalties

It is AIRAH policy that the penalty imposed should be appropriate to the type and severity of the misconduct.

A decision of the Education team, Chief Executive Officer, and misconduct or appeals panel will consider, but not be limited to, the following:

- The previous record of the participant(s).

- Whether participant(s) admitted the misconduct and whether, in so doing, they came forward on their initiative.
- Whether the participant(s) assisted or hindered the investigation process.
- Whether there was significant extenuating or mitigating factors.
- Type of misconduct.
- Number of participant(s) affected or involved and the impact of the misconduct.
- Benefit derived from the misconduct by the participant(s).

### **Academic misconduct penalties**

Where academic misconduct is proven, the following penalties may apply:

- A formal caution or reprimand to be recorded on the participant(s) record with AIRAH.
- A deduction of a specific amount of marks for the assessment or part thereof.
- The imposition of a maximum allowable grade for the particular assessment event or subject/unit.
- The annulment or disallowance of results in a particular assessment.
- A requirement to undertake further or supplementary assessments with the associated costs borne by the participant(s).
- The exclusion of the participant(s) from AIRAH courses either permanently or for a period of time.

### **Non-academic misconduct penalties**

Where non-academic misconduct is proven, the following penalties may apply:

- A formal caution or reprimand to be recorded on the participant(s) record with AIRAH.
- A deduction of a specific amount of marks for the assessment or part thereof.
- The imposition of a maximum allowable grade for the particular assessment event or subject/unit.
- The annulment or disallowance of results in a particular assessment.
- A requirement to undertake further or supplementary assessments with the associated costs borne by the participant(s).
- The exclusion of the participant(s) from AIRAH courses either permanently or for a period of time.
- If the non-academic misconduct is deemed too severe for an internal investigation, the matter may be referred to the relevant legislative authority.

## 9 Grievances, complaints, and appeals

A complaint or grievance is deemed to be dissatisfaction with the procedures, outcomes, or the quality of service provided by employees of AIRAH and may be in relation to the following:

- Enrolment
- The quality of training delivery
- Training/competency assessment
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training and assessment services
- Discrimination, harassment or bullying
- Other issues such as participant amenities.

AIRAH will deal with grievances and appeals in a constructive and timely manner. It is our policy to ensure that:

- Any dispute or grievance will be handled effectively, efficiently, professionally, and confidentially in order to achieve a speedy resolution
- All parties have a clear understanding of the steps involved.

The register of complaints and appeals outcomes will be reviewed at least annually to ensure that issues arising from substantiated complaints have been addressed.

### Formal complaint

Prior to making a formal complaint the complainant may be encouraged to discuss the issue with the staff member or other person (trainer/assessor) associated with the grievance.

A complaint or appeal becomes a formal complaint or appeal when it is made in writing to the Education team. Each complaint or appeal and its outcome is recorded in writing.

The Education team is responsible for investigating a complaint and recommending the appropriate course of action.

If the complaint is about a specific individual, the Education team's response will include:

- Informing the person about whom the complaint is made and seeking their views and perspective.
- Giving consideration to the use of a mediator.

The following guidelines will apply:

- The complainant has an opportunity to formally present their case.
- The complainant will be informed of the outcome of the investigation in writing within five working days.
- The Education team ensures action is taken by AIRAH to rectify and/or prevent a reoccurrence of any substantiated complaint.

## Appeals

If the complainant is not satisfied with the result, or the matter remains unresolved, the complainant may direct a written complaint to the Chief Executive Officer specifying the grounds for their appeal.

The Chief Executive Officer will investigate the matter and the following actions taken:

- The matter may be referred to an independent panel acceptable to all parties.
- The Chief Executive Officer or chair of the appeals panel will determine whether the appeal should be dismissed or a hearing convened.
- Written notification will be provided informing the person(s) that their appeal has been dismissed (including the reason for this decision) or that the appeal will be allowed and providing details of the appeal hearing.
- The appeal hearing will normally take place no more than five days after receipt of the above written notification.
- At appeal hearings, AIRAH and the person(s) concerned are entitled to representation, to question other parties and address the hearing.
- The person(s) concerned and relevant AIRAH staff will be notified of the outcome of their appeal in writing by an Education team member, including reasons for the decision.
- The proceedings and decision of an appeal will be kept confidential.

The appeal decision will be binding and final on all parties. There will be no further right of appeal.

Action at each step shall be taken as rapidly as possible and no later than the prescribed time limits. The time limit at any step may be extended by agreement with the complainant.

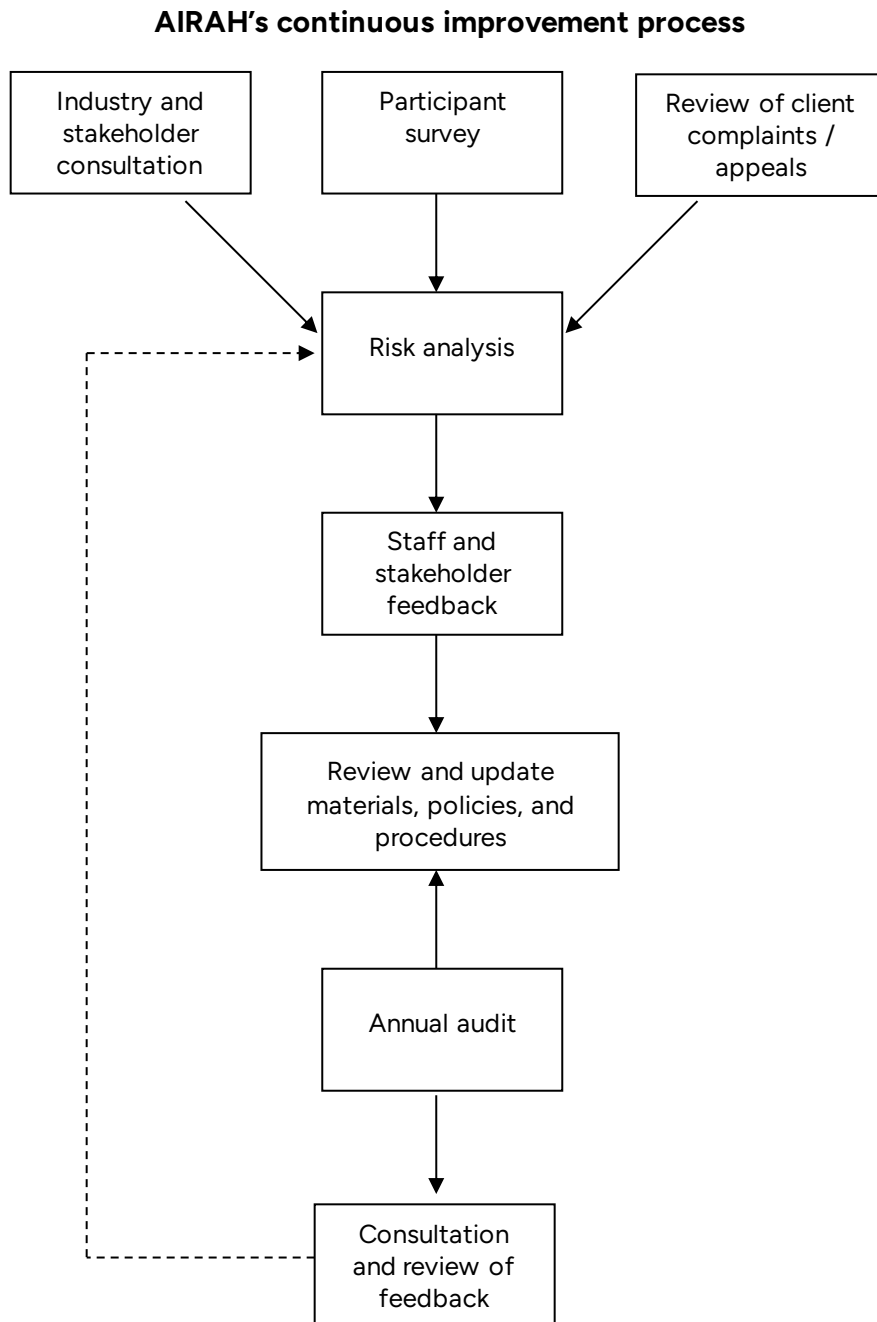
The Education team ensures action is taken by AIRAH to rectify and/or prevent a reoccurrence of any substantiated complaint.

## 10 AIRAH’s continuous improvement process

Ensuring the relevance of our training courses and materials delivered to industry, course participants and other stakeholders assist AIRAH in an ongoing process of review and feedback.

Consultation and feedback are important components of continuous improvement.

The process used is defined in the diagram following:





As part of the continuous improvement process a range of activities are undertaken at different times throughout the life of each course. They are shown in the table following:

### AIRAH's review and improvement activities

Timing	Consultation	Documents
<b>Development</b> <ul style="list-style-type: none"> <li>• Course development</li> <li>• Addition to scope</li> </ul>	Industry / stakeholders  Trainers / assessors	Business plan  Risk analysis  Participant Information  Handbook  Course materials  Policies and procedures
<b>Annual and ongoing</b>	Participants  Industry / stakeholders  Trainers / assessors  Staff	Business plan  Risk analysis  Complaints / appeals  Survey / feedback  Course materials  Participant information  Handbook  Policies and procedures  File notes

## Review and audit

### Evaluation and review of the AIRAH education and training programs

It is the responsibility of the Education team to ensure all education and training programs are evaluated on a regular basis.

The basis for reviews is from the feedback data which is to be collated and analysed each June and December, including total number of participants who attended training; feedback obtained from course feedback forms; and verbal feedback.

The Education team conducts an annual review and audit of all professional development activities (generally in December/January) to:

- Check that policies and procedures are being adhered to;
- Ensure course materials are updated to reflect any changes to the National Construction Code or Australian Standards;
- Identify areas of weakness that require improvement, and;
- As part of our continuous improvement review.

A report on this review and audit will be documented by an AIRAH Education team member and provided to the AIRAH CEO. Appropriate action will be taken to rectify any areas that require improvement.

### **Feedback**

Feedback is sought regularly from course participants, trainers/assessors, and other stakeholders such as industry representatives.

Both informal and formal feedback is important. Informal feedback is verbal and should be recorded with a file note. Formal feedback is via a questionnaire or other written format.

### **Meetings**

Regular meetings with trainers/assessors will be organised by an AIRAH Education team member. At a minimum, there will be an annual meeting. However, more regular meetings (such as at the end of each semester) may be held.

The meetings may be held via a telephone/video conference call.

The agenda will include the following:

- Policies and procedures
- Participant and industry surveys
- Customer complaints and appeals
- Delivery issues
- Validation and moderation of assessment
- Recording of results.

- END OF MANUAL -