



# Feedback, complaints and appeals

## Policy and Procedures

### Contents

---

1.	Purpose.....	2
2.	Scope.....	2
3.	Policy Statement.....	2
4.	Types of feedback, complaints and appeals.....	3
4.1.	Making a complaint or appeal.....	4
4.1.1.	Informal Process (Optional): .....	4
4.1.2.	Formal Process: .....	5
5.	Resolution principles.....	7
6.	Internal resolution of complaints and appeals.....	8
7.	External resolution .....	10
8.	Related Legislation .....	14

## 1. Purpose

The purpose of this policy and procedure is to establish clear guidelines and consistent practices for handling feedback, complaints and appeals about HTA, its staff and contractors and any third parties engaged by HTA.

The purpose of this policy is to ensure that HTA has transparent and efficient processes of allowing, responding to and resolving feedback, complaints, grievances and appeals in a fair and confidential manner.

## 2. Scope

This policy and its procedures apply to all HTA staff, students, contractors, third-party providers, and other relevant stakeholders. All education agents or third-party providers delivering services on behalf of HTA are required to adhere to these complaint and appeal procedures and must promptly report any feedback, complaint, or appeal received to HTA management. This ensures HTA maintains oversight of all issues, even those arising at third-party providers, and that such issues are handled in accordance with this policy.

## 3. Policy Statement

HTA is committed to a culture of openness and continuous improvement, using all feedback, complaints, and appeals as opportunities to improve the quality of its services and outcomes. HTA uses feedback, complaints, grievances and appeals as an opportunity to improve its systems, processes and practices. We encourage all VET students and stakeholders to provide feedback, both positive and constructive, through surveys, discussions, or formal processes. All VET students are encouraged and invited to provide feedback via surveys at various points of their course of study.

HTA will maintain public access to this policy using its website, the Student Handbook, Letter of Offer & Written Agreement in accordance with the Standards for RTOs 2025.

Through the implementation of this policy, HTA upholds the principles of natural justice and procedural fairness at every stage of the feedback, complaint, and appeal process. All parties will be treated fairly and without bias. HTA will respond to issues professionally, promptly, and transparently, and will maintain confidentiality throughout the process. We do not tolerate victimisation or discrimination of anyone raising a complaint or appeal. Complainants/appellants are expected to likewise treat our staff with respect; aggressive or threatening behaviour may result in appropriate action.

Importantly, HTA also encourages students to initially raise any concerns or minor issues informally with our staff (such as a Student Support Officer, Campus Manager, or the CEO) so that we can address problems as quickly as possible. Many issues can be resolved without needing a formal process. However, using informal avenues is optional and does not preclude a student's right to lodge a formal complaint or appeal. All feedback, whether informal or

formal, is valued and will be documented and used to inform our continuous improvement efforts.

#### 4. Types of feedback, complaints and appeals

HTA will treat all feedback, complaints, and appeals seriously, regardless of type. We will ensure that students have clear information and support on how to provide feedback or lodge a complaint/appeal, and that all matters are dealt with fairly and efficiently.

HTA may receive a range of feedback, complaints, and appeals relating to its operations. These include, but are not limited to:

- **General Feedback:** Comments or suggestions on the quality of services, facilities, course content, or any aspect of the VET student experience. This can include positive feedback, ideas for improvement, or minor issues that a student or another stakeholder, such as an employer or industry consultant, wishes to bring to our attention (e.g. a suggestion to improve scheduling, feedback on course materials, etc.). All feedback helps HTA identify what is working well and what can be improved.
- **Complaints:** Expressions of dissatisfaction with any aspect of HTA's services, personnel, or practices. Complaints can be academic (related to training delivery, assessment, academic progress, trainers/assessors, etc.) or non-academic (related to administration, customer service, facilities, bullying/harassment, financial issues, etc.). Examples include complaints about:
  - Marketing practices or incorrect/misleading information provided during enrolment.
  - The enrolment process or related administrative issues.
  - Training and assessment quality or processes (e.g. concerns about assessment requirements, availability of equipment, the support provided to students, course progress issues).
  - The quality or relevance of learning and assessment materials.
  - Conduct of HTA staff or other students (including allegations of bullying, harassment, or misconduct).
  - Operational issues such as scheduling or timetables.
  - Actions or services of education agents or other third parties representing or working on behalf of HTA.
- **Appeals:** Requests by a VET student (or applicant) to review and overturn a decision made by HTA or its staff/contractors (including third-party providers) that the student believes was incorrect or unfair. Essentially, any decision of HTA that adversely affects a student can be appealed. Common decisions that may be appealed include:
  - Refusal of admission or HTA decision on enrolment (e.g. cancellation or refusal of enrolment).



- Decisions regarding fees, refunds, or billing.
- Outcomes of a formal complaint (i.e. if a complainant is unhappy with how their complaint was resolved).
- Assessment results or academic decisions (e.g. a student believes an assessment was unfairly marked, or they were deemed not yet competent unjustly).
- Decisions to impose penalties or disciplinary actions on a student.
- Intention to Report (ITR) notices for unsatisfactory attendance, course progress, or non-payment of fees (particularly relevant to overseas students under visa requirements).
- Credit transfer or RPL (Recognition of Prior Learning) decisions.
- Any other decision by HTA or its representatives that impacts the student's status or progress.

#### **4.1. Making a complaint or appeal**

The following procedure outlines how students and other stakeholders can raise feedback, complaints, or appeals with HTA. Our process includes an option for informal resolution and a formal resolution mechanism:

##### **4.1.1. Informal Process (Optional):**

We encourage students to initially raise their concerns or feedback informally with an appropriate HTA staff member (for example, a Trainer/Assessor, Student Support Officer, Campus Manager, or the CEO). The staff member will:

- Discuss the issue with the student and attempt to resolve the matter promptly in an informal manner. Many issues (misunderstandings, minor requests, etc.) can be resolved through open communication at this stage.
- Even if addressed informally, the staff member will document the feedback or complaint. This may be done by logging it in the Feedback Register or notifying the Campus Manager of the issue, so that it is recorded for tracking and continuous improvement purposes. (For example, the staff member might send a brief report of the verbal complaint and outcome to management or enter it into an internal feedback log.)
- If the issue is recurring, complex, or cannot be resolved immediately, or if it represents a serious matter (such as allegations of misconduct or systemic problems), the staff member will advise the student to lodge a formal complaint. Repeated or serious issues identified through informal feedback will be escalated to management's attention, even if individual instances are resolved, to ensure any underlying causes are addressed.



- Bringing up a matter informally will not prejudice the student's rights to pursue a formal complaint later. The student's enrolment or standing at HTA will not be affected by raising concerns in good faith.
- If an issue is resolved informally, the staff member should record the outcome (for instance, note what solution was agreed upon or what action was taken). This helps HTA keep track of all concerns raised. All documented informal feedback and its resolutions will be periodically reviewed by management as part of our continuous improvement and self-assurance processes.

#### **4.1.2. Formal Process:**

If the matter cannot be resolved informally, or the student chooses to make a formal complaint/appeal without pursuing informal resolution, the following steps apply:

##### ***Timeframe:***

- The student (or relevant stakeholder) should submit their formal complaint or appeal in writing as soon as possible after the issue arises or the decision is made. We recommend submitting *formal complaints within 12 months* of the incident or issue and submitting *appeals within 30 calendar days* of the original decision being appealed. Prompt lodgement helps ensure facts are fresh and the matter can be effectively investigated.
- Complaints or appeals lodged outside these timeframes may be considered at HTA's discretion, but timely submission is strongly encouraged.

##### ***How to lodge the complaint/appeal:***

- Formal complaints and appeals should preferably be submitted using HTA's Feedback, Complaints and Appeals Form, which is available from our administration office or website. The completed form can be emailed or delivered to HTA head office (attention to the CEO). If a complainant is unable to use the form, a written statement via email or letter is acceptable.
- In cases where the student has difficulty writing the complaint, HTA staff will provide reasonable assistance – this may include writing down a verbal complaint on the student's behalf or a support person to help the student lodge the complaint. Multiple channels are available for lodging complaints/appeals (in person, via phone or email), and HTA will ensure support is given so that all students are able to access the complaints process
- The formal complaint or appeal submission should include as much detail as possible to enable effective investigation and resolution. Specifically, it should contain:
  - *Description of the issue/decision:* A clear description of the issue, incident, or decision being disputed. The student should detail what happened, when and where it happened, and who was involved, as well as how it has affected them. For appeals, the student should explain which decision they are appealing and why they believe it is wrong or unfair.



- *Supporting evidence (where possible):* Any relevant evidence or documentation that supports the complaint or appeal should be attached. This may include emails, screenshots, signed statements from witnesses, receipts, academic records, assessments, or any other material pertinent to the matter. Providing evidence can greatly assist in the investigation.
- *Steps already taken:* Information on any steps the student has already taken to resolve the issue. For example, mention if the student raised the matter informally with a trainer or administrator and what the response was. This helps HTA understand what has been tried and the context of the issue.
- *Desired outcome:* Any suggestions from the complainant/appellant on what they believe would resolve or remedy the situation. While HTA cannot guarantee the outcome will match the suggestion, it is helpful to know what the student is seeking (e.g. a re-assessment, an apology, a policy change, a fee adjustment, etc.).

There is no cost associated with lodging a formal internal complaint or appeal with HTA. We will acknowledge and process all formal complaints and appeals in accordance with the resolution procedure outlined below. Throughout the formal process, the complainant/appellant and any respondent will have the opportunity to present their side of the issue (with a support person present if they wish), and all parties will be treated with fairness and respect.

Formal complaints and appeals can be sent to:

**Via Post**

*Attention:* CEO

AA Training PTY LTD t/a Hospitality Training Academy

Gold Coast: Level 1, 9 Bay Street Southport, Gold Coast QLD 4215

**Via Email**

[admin@hta.edu.au](mailto:admin@hta.edu.au)

**Via Phone**

Phone +61 75 556 4776

Mobile 0416 560 452

## 5. Resolution principles

HTA follows the principles set out below when dealing with complaints and appeals. These principles apply at every stage of handling feedback, complaints, and appeals to ensure the process is fair, effective, and focused on resolution and improvement.

**Procedural fairness:** All parties to a complaint or appeal are treated fairly and impartially. This means that the process will be unbiased, and each party will have the opportunity to present their evidence and statements. HTA will ensure no person with a direct interest in the matter, or a conflict of interest, is involved in deciding the outcome. All decisions will be based on an objective assessment of the evidence and circumstances. Parties will be informed of any allegations or evidence against them and given a chance to respond before a decision is made. The decision-makers will act without bias or preconception.

**Good Faith:** All parties (the complainant, respondent, and HTA) are expected to participate in the resolution process honestly and in good faith. We approach the matter with an open mind and a genuine willingness to consider reasonable solutions.

**Timeliness and Transparency:** HTA will handle complaints and appeals promptly within reasonable timeframes, and keep parties informed of the progress. Our process includes set timeframes for acknowledging and resolving matters (see 6.1). The process and outcomes will be transparent, meaning that we will clearly explain to the parties what steps are being taken and why decisions are made. Unnecessary delays will be avoided. If delays occur (for example, due to the complexity of a case), we will communicate this to the parties and provide updates.

**Confidentiality:** Complaints and appeals will be handled with appropriate confidentiality. Information will only be shared with those who need to know in order to investigate or resolve the matter. HTA will respect the privacy of all parties involved. (Records of complaints and appeals will be kept securely – see section 7. Records Management)

**No Victimisation or Discrimination:** Students and others who lodge a complaint or appeal will not be penalised or disadvantaged for doing so. HTA strictly prohibits any form of retaliatory action or discrimination against someone for raising an issue. Similarly, all parties are expected to refrain from harassing or intimidating others involved in the complaint. The aim is to resolve the issue, not to assign blame or create conflict.

**Continuous Improvement:** HTA views feedback, complaints, and appeals as opportunities to identify areas for improvement in our services and processes. We will examine the causes of complaints and appeals and take appropriate action to prevent similar issues from occurring in the future. Solutions or remedies may include changes to procedures, additional staff training, or other corrective measures. By effectively managing complaints and appeals, HTA informs its continuous improvement and self-assurance activities (see Section 8 Self-assurance and continuous improvement).

**Legality and External Options:** This internal policy and procedure does not restrict an individual's rights to pursue external legal remedies. Complainants/appellants can seek advice or action through external agencies (such as consumer protection bodies or ombudsmen) at



any time, as appropriate. HTA's processes are intended to resolve issues internally, but they do not supersede legal rights under Australian Consumer Law or other legislation.

## 6. Internal resolution of complaints and appeals

Upon receiving a formal complaint or appeal, HTA will engage its **management team** to investigate and resolve the issue. Typically, the CEO, Campus Manager, and/or other relevant staff (e.g. trainers and assessors or admin staff) will be involved in reviewing the matter. The exact personnel involved may vary depending on the nature of the complaint or appeal. In all cases, HTA ensures that those investigating or deciding on the case are impartial and have no significant conflict of interest in the matter.

Key points regarding the internal resolution process:

**Acknowledgement:** HTA will acknowledge receipt of a formal feedback submission, complaint, or appeal in writing within **three (3) business days**. This acknowledgement (often via email or letter) will inform the complainant/appellant that the matter has been received and is being addressed. It may also outline the next steps and provide a copy or link to this policy for their reference.

**Opportunity to provide statement:** All parties involved in the complaint or appeal will be given a reasonable opportunity to present their perspective and evidence. If allegations have been made against a person (e.g. a complaint about a trainer or another student), that person will be informed of the allegations and allowed to respond. This may involve written responses or meetings/interviews with the management team or appropriate personnel. HTA may request further details or clarification from any party during the investigation. This could be done through face-to-face meetings, phone calls, video conferences, or written communications as needed.

**Support Person:** At any meetings convened to resolve the complaint or appeal, HTA will allow each party to be accompanied by a support person of their choice if they wish. This could be a friend, family member, or other advisor (provided the person is not a legal representative acting in a professional capacity, unless HTA agrees otherwise). The support person's role is to provide moral support or assist the party to articulate their issues, but not to speak on behalf of the party (except with permission, in cases where the party has difficulty communicating).

**Third parties:** If the complaint or appeal involves a third party engaged by HTA (for example, an education agent), HTA will include the third party in the resolution process as appropriate. HTA maintains responsibility for the final outcome, but the third party may need to provide information, cooperate with investigations, or take certain actions as part of resolving the issue. All third-party agreements with HTA include requirements to report any feedback, complaints or appeals to HTA promptly. HTA monitors compliance by third parties through regular communication and audits, ensuring that any issues arising under third-party arrangements are effectively managed. (For example, an education agent must forward any student complaint about the agent's services to HTA for review).

**Decision making:** A designated person (e.g. the Campus Manager) will investigate the complaint or appeal by gathering relevant evidence and facts. They will interview involved



parties as needed and review documents. After considering all the information, a decision will be made about the outcome. In many cases, the CEO will review the findings of the investigation and make the final determination on the complaint or appeal. The decision will aim to be fair and address the issues raised. HTA ensures that the person(s) making the final decision were not directly involved in the events leading to the complaint/appeal, wherever possible, to maintain impartiality.

For **academic appeals** (e.g. assessment decisions): HTA will, wherever feasible, appoint an independent assessor (someone not involved in the original assessment decision) to review or re-mark the assessment in question. This may involve a reassessment of the student by another qualified trainer/assessor or a validation of the assessment decision. The outcome of this independent review will be considered the final result for that assessment task (whether it upholds the original decision or changes it). This ensures an objective second opinion on academic matters.

**Outcome notification:** Once a decision is reached, HTA will notify the complainant/appellant in writing of the outcome as soon as possible (aiming for within 15 business days of receipt of the complaint/appeal, barring complex cases). The written response will include:

- A clear summary of the issue that was raised (to confirm understanding).
- The steps taken by HTA to investigate or consider the matter.
- The decision or outcome reached, and the reasons or basis for that decision. Where relevant, this will reference evidence or policy that influenced the decision.
- Any corrective actions or remedies that will be implemented as a result (for example, an apology, a change of class, a reassessment opportunity, a policy change, a refund, etc., depending on the case).
- Information on what the student can do if they are not satisfied with the outcome (e.g. how to access external appeals or other external avenues).

The outcome letter will be written in plain language and will clearly state HTA's findings on each issue raised.

In addition to informing the complainant/appellant, HTA will also communicate relevant outcomes to all other parties that were involved in the complaint or appeal. For example, if a complaint was lodged against a trainer, that trainer will be informed of the outcome and any requirements or recommendations resulting from the decision. If the complaint involved another student or a third-party provider, those parties will be notified of any findings or actions that affect them. This communication to other parties will be done in a manner that respects the privacy of individuals (for instance, a complainant will not necessarily be told of any confidential disciplinary action taken against a staff member but will be informed that appropriate action was taken). Ensuring all relevant parties understand the outcome helps implement the resolution and prevent recurrence.

**Timeframes:** HTA endeavours to resolve all formal complaints and appeals in a timely manner. We will commence the investigation/resolution process within seven (7) business days of receiving the complaint/appeal. We aim to finalise the process and provide a written outcome within 15 business days of receipt. If a matter is particularly complex or involves

multiple parties/issues such that it requires more time to resolve, HTA will write to the complainant/appellant informing them of the delay and will provide weekly updates on the progress if the case remains unresolved after 15 business days. These updates will keep the parties informed about what has been done and what is pending. Every effort is made to avoid undue delay; however, quality and fairness of the process will not be sacrificed for speed.

**Enrolment status:** HTA will ensure that during the internal complaint/appeal process, a student's enrolment status is maintained. This means:

- **For domestic students,** their enrolment will continue as normal while the complaint or appeal is being processed. We will not terminate or alter their study arrangements based solely on the existence of a complaint/appeal.
- **For overseas students:**
  - if the complaint or appeal is related to a matter that could affect their enrolment (such as course progress or attendance issues that might lead to an Intention to Report), HTA will not report any changes in enrolment via PRISMS until at least the internal appeals process is concluded. In other words, overseas students will be allowed to continue in classes (without penalty) during the internal resolution stage.
  - If the appeal is against a decision to report the student (e.g. for unsatisfactory attendance or progress), we will hold off on reporting until the appeal is completed and only proceed if the appeal outcome supports reporting.
  - If the appeal is against a decision to defer, suspend, or cancel the student's enrolment due to misconduct, HTA will maintain the student's enrolment during the internal appeal; if the internal appeal outcome supports HTA's decision, we may then update PRISMS after the internal process is done.
  - (If the student then goes to an external appeal, see below for how enrolment is handled.)

## 7. External resolution

If a complainant or appellant is not satisfied with the outcome of HTA's internal complaint or appeal process, they have the option to pursue the matter further through an external or independent body. External resolution provides an additional avenue for review by an impartial third party, consistent with our commitment to procedural fairness and Standard 2.8's requirement for independent review options at no or low cost to students.

Key points regarding the external resolution process:

**Requesting External Review:** If you (the complainant/appellant) are unhappy with the final decision of HTA's internal process, you may request that the matter be referred to an independent mediator or external dispute resolution service. HTA can assist in arranging an independent mediator who has no affiliation with the RTO and possesses relevant expertise (for example, a professional mediation service or arbitrator). This independent party can review the case and work towards a resolution. If HTA agrees to engage an independent

mediator at your request, this will be arranged at no cost or minimal cost to VET students. (The RTO will bear the cost or subsidise the cost of one round of external mediation, to ensure accessibility of this option.)

**Independent Mediation for Domestic Students:** Domestic students can request an independent mediation as described above. HTA will provide information on one or more reputable low-cost mediation services. If the student agrees to proceed, HTA will facilitate the mediation process. Our aim is to ensure that domestic students have access to an external review without prohibitive expense, in line with good practice. Alternatively, domestic students also have the freedom to engage an external complaints or appeals body of their own choosing (such as a private mediator or arbitrator), but HTA will not be responsible for any costs incurred if the student chooses an external option on their own initiative. (In other words, we offer a no/low-cost external review option through our arrangements; if a student opts for a different external avenue at their own accord, they would bear that cost.)

**External appeals for Overseas students:** Overseas students wishing to opt for the external appeals process can do so with the **Commonwealth Ombudsman**.

The Commonwealth Ombudsman's service is free of charge for overseas students. If an overseas student is unsatisfied with HTA's internal resolution, they can lodge a complaint or appeal with the Ombudsman. The Commonwealth Ombudsman can investigate complaints from overseas students about private schools, colleges, institutes and universities in Australia.

Details on how the ombudsman can help students can be found on the following web page: <https://www.ombudsman.gov.au/complaints/international-student-complaints>.

Commonwealth Ombudsman contact details can be found on the following web page: <https://www.ombudsman.gov.au/contact-us>

The Commonwealth Ombudsman can look into complaints from overseas students who are currently studying, previously studied, or are planning to study with private education providers on a student visa. Issues they can look into include:

- course fees and refunds
- transfers between courses or providers
- intention to report to Home Affairs for unsatisfactory course progress or attendance
- cancellation of enrolment
- deferment and suspension of studies
- incorrect advice given by an education agent
- refusing admission to a course
- private education provider's handling of student complaints or appeals, including complaints about:
  - grades and assessments

- academic misconduct decisions

- Overseas Student Health Cover.

**Cooperation with External Process:** If an external reviewer or mediator is appointed (whether by HTA or by the student), HTA will cooperate fully with the external process. We will provide the external party with all relevant documents, records, and information they request, as permitted by privacy laws. HTA will also make staff available for interviews or discussions with the external reviewer if required. Our goal is to support a thorough and impartial review.

**Status of Enrolment during External Appeal (Overseas students):** If an overseas student on a student visa accesses an external appeals process, HTA will maintain the student's enrolment until the external outcome is determined in cases of appeals against a report to authorities for unsatisfactory progress/attendance. However, if the appeal is against a disciplinary cancellation (misconduct), and the internal appeal has already been decided against the student, HTA may proceed to implement that decision (e.g. cancellation) after the internal process, in accordance with the National Code Standard 10, which allow providers to act after internal appeals are concluded for misconduct issues. Regardless, HTA will not report or finalise an enrolment change if an external appeal is in progress for cases where the National Code requires maintaining enrolment.

**Outcome of External Review:** The external dispute resolution body (mediator, Ombudsman, etc.) will examine the case and come to an independent finding or recommendation. If the external body finds in favour of the student (for example, determines that HTA should change a decision or provide a remedy), HTA will immediately comply with all recommendations or directives of the external body. The CEO will convene a management meeting to discuss the external decision and its implications. Any required corrective or preventive actions will be implemented without delay to rectify the situation and prevent future occurrences. The student (and other relevant parties) will be informed of any changes or actions HTA will take as a result of the external review outcome. If the external review supports HTA's original decision, HTA will also act accordingly (for instance, in the case of an external appeal by an international student about an Intent to Report, if the Ombudsman upholds HTA's decision, HTA will proceed to report the student via PRISMS as required).

**Below are details of other external agencies and options available to students for complaints and appeals:**

- National Training Complaints Hotline: If you have a complaint relating to your experiences whilst undertaking training in the vocational education and training (VET) sector, the National Training Complaints Hotline can refer your complaint to the most appropriate authority to have your complaint considered. You can lodge a complaint with the National Training Complaints Hotline by completing the complaints form (<https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>) or by calling the student enquiry line on 13 38 73.
- Consumer Protection Agencies: The consumer protection agency in your state or territory:



- can provide information about seeking a refund or a cancellation of your course fees
- can provide information about your rights and obligations
- may be able to help you negotiate with your training provider.

If you are studying with a provider that is located in a different state or territory from where you live, you can report your concerns to the Australian Competition & Consumer Commission (<https://www.accc.gov.au/contact-us/contact-the-accc/report-a-consumer-issue>).

State or territory	Agency and contact details
Australian Capital Territory (ACT)	<a href="#">ACT Fair Trading</a> Phone: (02) 6207 3000
New South Wales (NSW)	<a href="#">NSW Fair Trading</a> Phone: 13 32 20
Northern Territory (NT)	<a href="#">Northern Territory Consumer Affairs</a> Phone: 1800 019 319
Queensland (QLD)	<a href="#">Fair Trading</a> Phone: 13 74 68
South Australia (SA)	<a href="#">Consumer and Business Services</a> Phone: 13 18 82
Tasmania (TAS)	<a href="#">Consumer Affairs and Fair Trading</a> Phone: 1300 65 44 99
Victoria (VIC)	<a href="#">Consumer Affairs Victoria</a> Phone: 1300 55 81 81
Western Australia (WA)	<a href="#">Consumer Protection</a> Phone: 1300 304 054

- **State or Territory Ombudsman:** Your state or territory ombudsman may be able to help if your complaint is about fees and refunds.

State or territory	Ombudsman website address
Australian Capital Territory (ACT)	<a href="http://www.ombudsman.act.gov.au">www.ombudsman.act.gov.au</a>
New South Wales (NSW)	<a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a>
Northern Territory (NT)	<a href="http://www.ombudsman.nt.gov.au">www.ombudsman.nt.gov.au</a>
Queensland (QLD)	<a href="http://www.ombudsman.qld.gov.au">www.ombudsman.qld.gov.au</a>
South Australia (SA)	<a href="http://www.trainingadvocate.sa.gov.au">www.trainingadvocate.sa.gov.au</a>
Tasmania (TAS)	<a href="http://www.ombudsman.tas.gov.au">www.ombudsman.tas.gov.au</a>

**State or territory**
**Ombudsman website address**

Victoria (VIC)

[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

Western Australia (WA)

[www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

- ***Australian Skills Quality Authority (ASQA)***: ASQA is the national VET regulator and takes feedback and complaints as intelligence to inform their regulatory activities. However, ASQA is unable to assist students with their individual cases and circumstances and cannot act as an advocate for students in resolving complaints or appeals. Information on how ASQA can help students is available at: <https://www.asqa.gov.au/students/how-asqa-can-help-students>. ASQA has compiled information on their website on how you can access further support at: <https://www.asqa.gov.au/students/more-support>.

When pursuing external options, students should be aware of any time limits or conditions that apply (for instance, some Ombudsman offices might require that internal processes be exhausted first, which this policy ensures). **HTA** will assist by providing copies of records or letters as needed by the student to support their external complaint or appeal.

## 8. Related Legislation

**Legislation**

- ⇒ [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025](#)
  - Standards 2.7 and 2.8
- ⇒ **ESOS Act** - [Education Services for Overseas Students Act 2000](#)
- ⇒ **The National Code** - [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
  - Standard 10
- ⇒ [ELICOS Standards 2018](#)