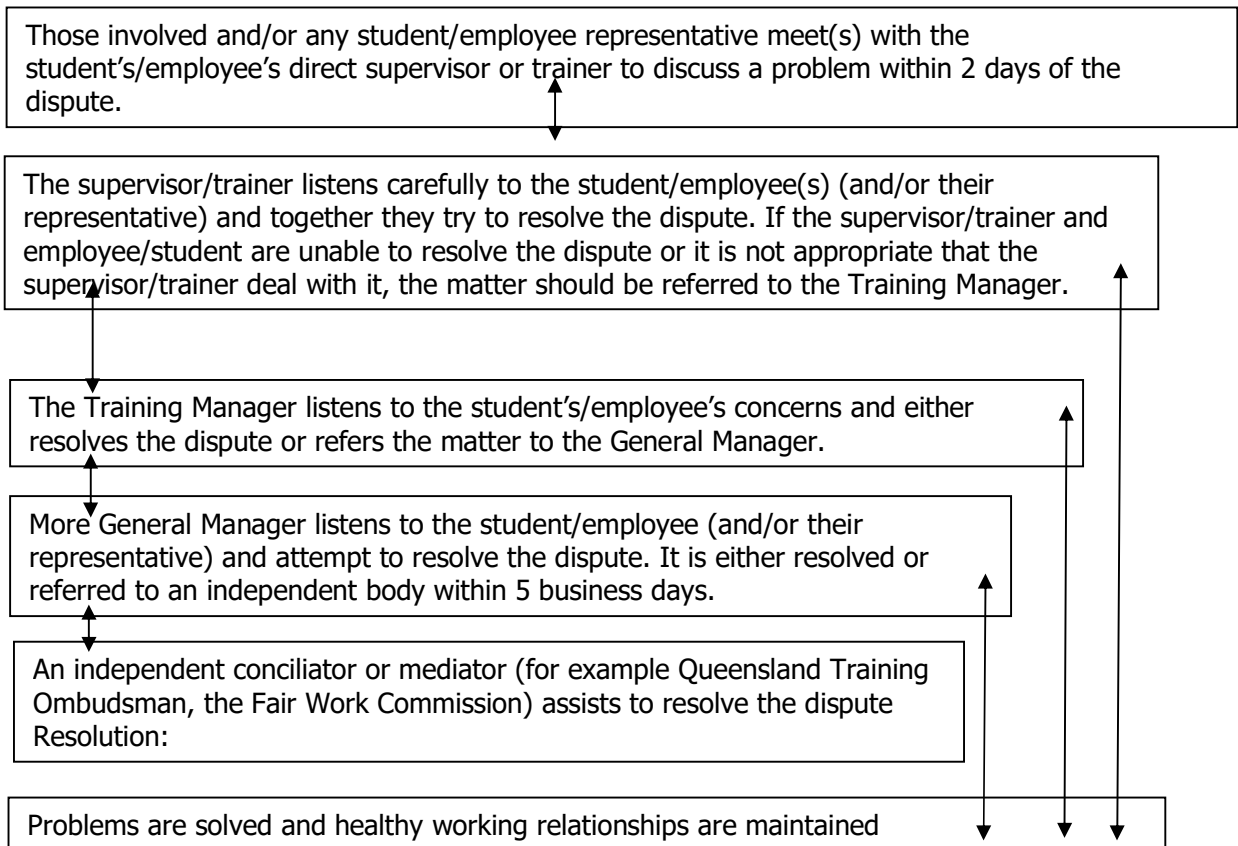


POLICY TOPIC: DISPUTES

PURPOSE & SCOPE: To provide a policy and set procedures to address staff, contractors and/or student disputes. A dispute exists when one or more people disagree about something and matters remain unresolved. Career Training Institute of Australia (CTIA) will deal with disputes as soon as they arise, in order to avoid further disruption or escalation.

- POLICY:**
- All disputes wherever possible will attempt to be resolved at the workplace level. Disputes to be made within 2 days.
 - Disputes will attempt to be resolved quickly rather than allowing them to escalate through in action, within 5 working days of the dispute being raised.
 - All relevant parties will be consulted so that all sides of the story are taken into consideration.
 - Disputes should, where possible and appropriate, be resolved in a confidential context in order to minimise impact on those not affected by the dispute.
 - The procedure is transparent by being made available to everyone via the website.
 - This policy is not limited to staff, students, and contractors rather any person/s CTIA may interact with in the provision of our services

PROCESS:



- (i) A record of the dispute is made using the 'record of disputes' forms, made available from all trainers and managers
- (iii) The form documents an outline of the dispute, those involved, and the action taken by CTIA to resolve the dispute.
- (vii) CTIA securely maintains records of disputes and the outcome stored electronically and records are backed up on the cloud. These records are only accessible by the Director or the General Manager.
- (viii) The dispute will be used as part of our continuous improvement strategy to assess the cause of the dispute and take action where possible to ensure it does not reoccur.

CTIA treats all disputes in confidence and must seek the permission of the student before discussing the dispute with relevant staff. The employee/student will be given a written statement of the outcome, including details of the reasons for the outcome.

CTIA ensure the principles of natural justice and procedural fairness are adopted at every stage of the dispute process.

REFERENCE:

- **SAS Supplier policy Standard 2**
- **SAS agreement 4.1**
- **Dispute Form**
- **Principles of natural justice form**