#  Mediation Institute Training Provider Membership

# RTO or other Training Provider Membership Applications

## Member Benefits

1. Membership provides access to the Mediation Institute Independent Complaint Handling Service.
2. A membership certificate providing evidence that you have an Independent Complaint and Appeals Process that is compliant with ASQA standards.
3. A desk audit of your Complain Handling Policy and procedures.
4. Phone and email support for general questions about complaint management and student enquiries about lodging a complaint.
5. Additional fees apply for Mediation, Academic Review, Complaint Investigation, Staff training in dispute resolution and staff mentoring services.

# Membership and other fees

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| **Individual Membership**  | **Fees** |
| 12 month membership  | $330 per campus[[1]](#footnote-1)  |
| Initial review of complaint enquiries | Included in membership |
| Complaint Lodgement Fee | $330 |
| Investigation of a complaint (per hour)  | $330 |
| Mediation of a complain (per hour)  | $330 |
| Consulting and/or training (per hour) or project fee by negotiation  | Free training needs analysis included.  |

All fees include GST if payable.

As a condition of membership your organisation must provide Mediation Institute with a copy of your internal complaint handling policy and process including information about how a student may lodge a complaint and appeal and how that complaint is managed internally. This should be provided within 30 days of your membership application being accepted or immediately upon request should a complaint enquiry be received.

# Member Information

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| Legal Name |  |
| Trading Name  |  |
| ABN |  |
| Provider Number  |  |
| Campus Address |  |
| Estimated student numbers |  |
| Coordinator’s email address  |  |
| Coordinator Name |  |
| Coordinator phone number |  |
| Payment Method | We will send an invoice once your application has been reviewed.  |

## Who are your regulators and Government Complaint Bodies?

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| **Yes or No / Comment** | **Regulator** |
|  | Australian Skills Quality Authority (ASQA) |
|  | Overseas Student Ombudsman |
|  | Commonwealth Department of Education and Training (VET Fee Help Complaints) |
|  | State Training Regulator – which one? |
|  | State Department of Education and Training – which one? |

## Regulatory Decisions

Are there any current regulatory decisions regarding your training organisation?

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## Any other relevant information?

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1. We may consider multi-campus membership for small institutions with satellite campuses with a small number of students. We accommodate online only training providers. [↑](#footnote-ref-1)