

DISPUTE RESOLUTION POLICY

Purpose

This policy is to assist the Board resolve disputes between stakeholders, including any alleged contraventions of the Code of Conduct. A Dispute Resolution Committee shall be established as required to resolve disputes as they arise, and shall stand only for the duration of a dispute.

Composition of Dispute Resolution Committee

The Dispute Resolution Committee shall be constituted by:

- i. Chair
- ii. Senior Executive Manager
- iii. One Independent Director

The Dispute Resolution Committee Chair shall be a Director elected by the Board.

Dispute Resolution Procedure

1. When a dispute is notified to Industry Skills Australia Limited (ISAL), the CEO will refer the dispute to the relevant ISAL staff members to resolve the matter with the Stakeholder(s) involved.
2. Where the dispute remains unresolved following two (2) weeks of notification of the dispute to ISAL, the CEO will inform the Dispute Resolution Committee of the nature of the dispute and the Stakeholder(s) involved.
3. The Dispute Resolution Committee shall adopt the procedure it deems necessary and appropriate to attempt to resolve the dispute.
4. If the dispute is in relation to training product development, the process for managing the dispute will be consistent with the Model Dispute Resolution Policy of the Training Package Products Development and Endorsement Process Policy.
5. If the dispute remains unresolved following two (2) weeks of notification of the Dispute to the ISAL Dispute Resolution Committee by the CEO, the Dispute Resolution Committee shall notify the Board accordingly.
6. The Board may in its absolute discretion advise the Stakeholder(s) that the Dispute should be referred back to the ISAL Dispute Resolution Committee for a further two (2) weeks within which time the Committee must continue to attempt to assist the Stakeholder(s) to resolve the Dispute. If the stakeholders remain in dispute at the end of the further two-week period, the CEO must advise the Stakeholder(s) in writing that the Dispute Resolution Committee is unable to resolve the dispute and advise that the Dispute will be referred to the external Alternate Dispute Resolution practitioner as required under the Stage 2 Grant Agreement between ISAL and the Commonwealth.

Reporting

The Dispute Resolution Committee shall meet and report to the Board as requested and otherwise quarterly.

Version control

Version no.	Description of update	Approval date	Next revision due
1	Initial version	14 April 2023	October 2023
2	Updated for November 2023 Board Meeting	30 November 2023	November 2024