

DISPUTE RESOLUTION POLICY

Purpose and scope

The purpose of this policy is to outline the approach to resolving disputes in relation to:

- the delivery of the Jobs and Skills Councils (JSC) Functions, including processes and conduct
- the development of Training Products.

This policy applies to:

- Stakeholders engaged in Industry Skills Australia's (ISA's) delivery of the JSC Functions
- ISA in its capacity as a Jobs and Skills Council
- ISA's Board in its capacity to oversee ISA's delivery of the JSC program.

Principles of dispute resolution

Stakeholder disputes should be handled with a view to:

- resolve disputes as early as possible
- use resources efficiently
- limit the issues in dispute
- act fairly
- handle information relating to disputes sensitively
- be transparent such that the dispute resolution process is clear to all
- resolve disputes in a manner that enhances stakeholder understanding of, and confidence in, purpose of the Jobs and Skills Councils program.

Disputes in relation to Training Products

Disputes arising between stakeholders in relation to the development of Training Products, where there is no agreement to submit the Training Products to the Training Package Assurance Body, ISA will follow the Training Package Products Development and Endorsement Process Policy (TPPDEPP) Model Dispute Resolution Policy.

The TPPDEPP Model Dispute Resolution Policy requires:

- Jobs and Skills Councils are to resolve disputes about the content of a training product through the training product development process, prior to the Training Products being submitted to the Training Package Assurance Body.
- In exceptional circumstances, where all other avenues have been exhausted, Jobs and Skills Councils may engage an Alternative Dispute Resolution practitioner to facilitate a resolution within two months.
- For further detail, see [TPPDEPP, Appendix C, Model Dispute Resolution Policy](#).

Disputes relating to the Jobs and Skills Council functions

Where disputes arise relating the delivery of the Jobs and Skills Council Functions, whether between stakeholders or about JSC processes, or about JSC or stakeholder conduct, the dispute will be handled internally by ISA.

Disputes or concerns should be raised with the ISA in the first instance, with a relevant ISA staff member, executive staff member, or the CEO.

Working with the relevant parties, ISA will endeavour to resolve the dispute within two weeks.

If the dispute remains unresolved after that time, a sub-committee of ISA's Board will be stood up as a Dispute Resolution Committee to facilitate the resolution of the dispute.

Membership of the Dispute Resolution Committee will consist of:

- a Chair (a Director elected from the Board)
- one member of ISA's Executive Management Team
- one Independent Director of ISA's Board.

Following the principles of dispute resolution above, the Dispute Resolution Committee will adopt procedures appropriate to facilitate the resolution of the dispute.

If the dispute is not resolved within two (2) weeks, the Board will be advised and they may recommend the dispute return to the Dispute Resolution Committee for a further two (2) weeks. If after that, a resolution is not arrived at, the Board may nominate to engage the services of an Alternative Dispute Resolution practitioner.

Reporting

The occurrence and nature of disputes will be reported by ISA to its Board and the Commonwealth as required.

Related policies

- [JSC Program Guidelines](#)
- [JSC Code of Conduct](#)
- [Training Package Product Development and Endorsement Process Policy \(TPPDEPP\)](#)

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
3	Annual review – content and structure updated	13 November 2024	13 November 2025