

STUDENT GRIEVANCE POLICY AND PROCEDURES (ACADEMIC & NON-ACADEMIC)

Definitions

For the purposes of this document the following applies:

The Act refers to the *Higher Education Support Act 2003*.

Student/s refers to all persons enrolled or seeking to enrol in a course with Fox Education and Consultancy (including persons who are, or would, be entitled to VET Student Loans/VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act).

Complainant refers to Students (as defined above) who have lodged a grievance.

1. Overview

Fox Endeavours Pty Ltd trading as Fox Education and Consultancy is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to a Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

This policy does not replace or modify policies or any other responsibilities which may arise under other policies or under statute or any other law. Also, the dispute resolution procedures outlined below in this document do not circumscribe an individual's rights to pursue other legal remedies.

If a Student chooses to access this policy and procedure, Fox Education and Consultancy will maintain the Student's enrolment while the grievance and appeals process is ongoing.

2. Responsibility

The CEO is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

3. General principles

These principles, which will be adhered to by Fox Education and Consultancy, apply to all stages of this grievance procedure:

- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and any respondent will not be discriminated against or victimised.

- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of five years to allow all parties to the grievance appropriate access to these records. These records will be kept strictly confidential and stored at Fox Education and Consultancy, The Old Nakara Shopping Centre, Cnr Macredie Street and Nakara Terrace, Nakara NT 0810. Access to these records may be requested by writing to the CEO at the aforementioned address.
- A Complainant shall have access to the internal stages of this grievance procedure at no cost. Costs for an external appeal will be shared equally by Fox Education and Consultancy and the Complainant.

4. Informal Grievance Procedure

Students are encouraged initially to attempt to resolve a grievance informally by talking directly with the person concerned to resolve the problem. This step is not mandatory and a Student may proceed directly to the Formal Grievance Procedure.

5. Formal Grievance Procedure

5.1 Stage One

Formal grievances should be submitted in writing to the Academic Manager at Fox Education and Consultancy, PO Box 41650, Casuarina NT, 0811. The Complainant is invited to include suggestions about how the grievance might be resolved.

The Academic Manager will notify the Complainant of receipt of the grievance within 5 working days.

The Academic Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 20 working days.

The Complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

5.2 Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing within 20 working days of receiving the written response with the Director/CEO at Fox Education and Consultancy, PO Box 41650, Casuarina NT, 0811.

The Complainant's appeal will be determined by the Director/CEO who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 20 working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

5.3 Stage Three

If the Complainant is not satisfied with the outcome of their appeal then an independent mediator will be sourced by Fox Education and Consultancy through LEADR, the Association of Dispute Resolvers.



Complainants may request that their grievance is referred to the independent mediator by writing to the CEO at Fox Education and Consultancy, PO Box 41650, Casuarina NT, 0811.

Costs of such mediation will be shared equally by Fox Education and Consultancy and the Complainant. As a guide mediator's costs would be \$385 for the first four hours (or part thereof). Subsequent hours would be \$137.50 per hour. It is common for most disputes to be resolved within the initial four hour allocation.

Fox Education and Consultancy will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt of the recommendations.

5.4 Further action

If the Complainant has been through all stages of this grievance handling process and remains unsatisfied with the outcome of their grievance, then they may contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: www.asqa.gov.au.

6. Publication

This *Student Grievance Policy and Procedure (Academic and Non-academic)* will be made available to Students and those seeking to enrol with Fox Education and Consultancy through publication on the website: www.fox.edu.au.

7. Approval

This Policy and Procedure was agreed to and ratified by the company's sole director on 16th December 2014.

Document Name: Student Grievance Procedures
Revision: 1.3
Revision Date: 22-05-2017
Review Date: -

Created By: Administrator
Approved By: Administrator
Document Location: NovaCore CMS\SRTO 2015\Procedure