

Academic Grievance Policy and Procedures

Conwal Institute has student grievance procedures for handling complaints.

Under Australian Skills Quality Authority, Conwal & Associates as a Registered Training Organisation is required to address complaints and appeals professionally and successfully. These student procedures required under VET FEE-HELP are in addition to other requirements and procedures provided by Conwal Institute.

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 in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would, be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Complainant refers to Students (as defined above) who have lodged an academic complaint with Conwal Institute Pty Ltd.

Overview

Conwal Institute Pty Ltd is committed to providing an effective, efficient, timely, fair and confidential academic grievance handling procedure for all students, including students eligible for VET FEE-HELP. This policy and procedures applies for all Conwal Institute Pty Ltd students.

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

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

Responsibility

The RTO Manager 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.

Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by Conwal Institute Pty Ltd are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the 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 the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, 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 the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored electronically at 110 Gotha Street Fortitude Valley, Qld 4006 and also be stored on a backup system elsewhere.
- A Complainant shall have access to this grievance procedure at no cost.

Implementation Procedures

The following stages identify three key stages by which an academic complaint made to Conwal Institute may be handled.

Stage One

Formal grievances should be submitted in writing to the RTO Manager P.O. Box 630 Fortitude Valley, QLD 4006 or via email to: training@conwalassociates.com.au

The responsible officer(s) ie: the RTO Manager within Conwal Institute Pty Ltd will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within ten 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.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with RTO Manager, P.O. Box 630 Fortitude Valley, QLD 4006 or via email to: training@conwalassociates.com.au

The Complainant's appeal will be determined by the management team, a dedicated complaints committee (the Reviewer).

The Reviewer 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 21 days.

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

Stage Three

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Conwal Institute Pty Ltd.

Conwal Institute Pty Ltd will give due consideration to any recommendations arising from the external review within 14 working days.

Publication

This Academic Grievance Policy and Procedure will be made available to all Students enrolled with Conwal Institute Pty Ltd through publication on the website and in the Conwal Institute Pty Ltd Student Handbook. The student handbook is available both electronically and in hard copy.

This Academic Grievance Policy and Procedure was agreed to and ratified by Conwal Institute Pty Ltd on 12th August 2012.