

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 a non-academic complaint with Conwal Institute

Overview

Conwal Institute is committed to providing an effective, efficient, timely, fair and confidential non-academic grievance handling procedure for all Students.

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.

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

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.

Informal Grievance Procedure

Disagreements and misunderstandings can happen to anyone. In fact they are a part of life. However, Conwal Institute has a fair and equitable process for dealing with complaints and client appeals.

Confidential help and support will be provided. If students are unhappy with any academic decisions, procedural matters or any issues directly relating to your course of study they are encouraged to contact student support services to discuss the problem.

Conwal Institute and their staff work hard to ensure that all students have a positive experience while they are studying.

Formal Grievance Procedure

General principles that apply to all stages of this grievance procedure which will be adhered to by Conwal Institute are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and/or 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 respondent if requested.

Formal Grievance Procedure (cont)

- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored electronically at the RTO Head Office as well as being backed up on a server at a different location.
- A Complainant shall have access to this grievance procedure at no cost.

Stage One

Formal grievances should be submitted in writing to RTO Manager, 110 Gotha Street Fortitude Valley Brisbane or via email to: training@conwalassociates.com.au

The responsible officer(s) ie: RTO Manager within Conwal Institute will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 21 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 The Director, Conwal Institute; 110 Gotha Street Fortitude Valley Brisbane.

The Complainant's appeal will be determined by a dedicated complaints committee comprising the RTO Manager, the Director and nominated members of Conwal Institute (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 30 days from the receipt of their written complaint.

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.

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

Publication

This Non-Academic Grievance Policy and Procedure will be made available to Students through publication on the website www.conwalassociates.edu.au and in the Student handbook. This Non-Academic Grievance Policy and Procedure was agreed to and ratified by Conwal Institute on 12th August 2012.