

# AD10 POLICY DOCUMENT

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**POLICY AREA:** ADMINISTRATION

**RELATIONSHIP TO  
AQTF 2007  
NATIONAL  
STANDARDS:**

2.6

**TITLE:** Academic Grievance Policy and Procedure

**SCOPE:** This document applies to all ACA students, including students who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Higher Education Support Act 2003 (HESA). Students and those seeking to enrol in a VET course of study are entitled to access the grievance procedure regardless of the location of the campus at which the grievance has arisen, the student's or persons place of residence or the mode in which they study

**PURPOSE:** Provide a fair and equitable procedure for all ACA students, including students who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Higher Education Support Act 2003 (HESA), to submit and process an academic grievance.

ACA aims to:

- Provide access to grievance procedures for students as well as persons seeking to enrol
- Prevent student grievances by ensuring that students are satisfied with their course and outcomes;
- develop a culture that views student complaints as an opportunity to improve the organisation;
- maintain a complaints handling system that helps prevent complaints from recurring;
- ensure consistency when handling complaints.
- ensure that any student complaints are treated seriously and with fairness and that they are resolved promptly, objectively, with sensitivity and in complete confidentiality.

## **DESCRIPTION:**

Circumstances may arise from time to time in which a student feels that the published examinations or assessment procedures have not been correctly followed and, thus, that a review of the awarded grade/result may be merited. A request of this nature constitutes an academic grievance. All other types of grievances are non-academic grievances.

ACA staff are trained in handling academic grievances and are trained in the Academic Grievance Policy and Procedure as part of their induction training.

1. The complainant will be given the opportunity to present their case;
2. All matters arising shall be accurately documented and recorded. Records shall be maintained for a minimum period of five years and treated as confidential in accordance with ACA's policies on Confidentiality, Privacy and Data Protection;
3. The complainant will be allowed appropriate access to their records;
4. A written statement of the outcomes will be issued at each stage of the process giving due reasons for decisions reached;
5. The complainant will have the right to have a representative present during any negotiations with the Institute or its appointed representatives;
6. The complainant will not be required to meet any costs associated with lodging a grievance;
7. The complainant shall not be subject to discrimination, victimisation or any other form of harassment as a result of actions taken under these guidelines.
8. Students will have access to academic grievance procedures regardless of campus location, mode of study or place of residence.

#### PROCEDURE:

1. In the first instance all complaints are handled informally by the subject **tutor**. If the student and tutor cannot resolve the issue the student may submit a formal academic grievance in writing to the **Course Director**. Any formal academic grievances must be made in writing within ten working days of results being published. A formal academic grievance should include a detailed breakdown of the reasons for the grievance.
2. The **Course Director** will acknowledge receipt of the academic grievance within five working days.
3. **Course Director**, or their nominee, will then, set up an interview **between** the assessor, student and **Creative Director and/or Course Director** to review the academic grievance. The student may ask another person to accompany them to the interview. If, in the opinion of the **Course Director** or their nominee, the grievance is justified, a new assessment will be set which the student must then complete. In the event that the new assessment results in a new assessment outcome, this is issued and validated by the **Creative Director**. In all cases, the **Course Director**, or their nominee, will provide a written explanation for the student of the outcomes of any grievance and the reasons for the decision. The notification must be given in writing within ten working days of the grievance having been received.
4. If the student is not satisfied with the decision from step 3, the student may appeal the decision in writing to the **Creative Director**. The student shall submit the appeal in writing within ten working days of receiving the written notification from Step 3. The **Creative Director** will acknowledge receipt of appeals within seven working days and will appoint a person who was not involved in the original decision to consult with the student and other relevant parties. Where possible such consultations should take the form of face-to-face interviews so that the student has an opportunity to formally present their case. The student may ask another person to accompany them to interviews.
5. Once the **Creative Director** receives a report of the consultation outcomes, they will provide a written report to the student explaining the outcomes and clearly stating the reasons for the decision. This report shall be sent within ten working days.

6. If the student is dissatisfied with the outcome of their appeal, they may make a written request to the **General Manager** that they wish the matter be dealt with through an external dispute resolution process facilitated by the Australian Council for Private Education and Training (ACPET). The **General Manager** will then advise ACPET in writing of the request within five working days. ACPET will arrange for a Round Table Discussion (RTD) to be held between the Institute and the complainant within ten working days of the written notification from the Institute. ACPET do not charge a fee for this service.
  - Contact Details for ACPET:
  - Australian Council for Private Education and Training (ACPET)
  - PO Box Q1076, QVB Post Office, Sydney NSW 1230
  - Ph: 1800 657 644 Fax: 02 9264 4550
  - Email: [acpet@acpet.edu.au](mailto:acpet@acpet.edu.au)
7. If the matter remains unresolved after the RTD then ACPET will appoint an independent mediator within fourteen working days of the RTD. ACPET plays no role in the actual mediation. It is then up to the mediator, the complainant and the Institute to resolve the grievance. The Institute will bear any costs associated with the mediation.
  - The complainant or any respondent to the grievance may ask another person to accompany them to meetings with ACPET or the mediator. The mediator will report to the **General Manager** the outcome of the mediation, including any recommendations arising, within fourteen days of the completion of the review. Once the **General Manager** receives the report of the outcomes from the RTD or independent mediation, they will provide a written report to the complainant within ten working days on the recommended actions to resolve the grievance.
  - The Institute agrees to be bound by the independent mediator's recommendations and the **General Manager** will ensure that any recommendations made are implemented within thirty days of receipt of the mediator's report.
  - If a grievance still remains unresolved after the external dispute resolution process, the complainant may decide to refer the matter to an external agency such as The Anti-Discrimination Board or The Office of Fair Trading.
  - Any areas for improvement which arise or where a complaint is found to be substantiated are documented for action and rectification.

#### **PUBLICATION:**

This document will be published on the ACA website (<http://www.actorscentre.com.au/>) to make it available to all current and prospective students.

**DATE ENDORSED BY THE GOVERNING BODY:** By the board of review on Wednesday 28<sup>th</sup> April, 2010.

#### **REVIEW DATE:**

- ◆ Annual January

#### **CONTROL**

- ◆ General Manager