



Combined Academic and Non Academic Grievance Policy and Procedures

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 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 or non-academic complaint with Screenwise Pty Ltd.

Overview

Screenwise Pty Ltd is committed to providing an effective, efficient, timely, fair and confidential academic and non-academic grievance handling procedure for all students.

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 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 General Manager & Registrar 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

Students (and persons seeking to enrol with the School) are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. There are support staff available to assist in the resolution of issues at this level. If the grievance is not resolved than the person(s) may submit a formal grievance.

Formal Grievance Procedure

General principles applying to all stages of this grievance procedure, which will be adhered to by Screenwise 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.



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- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the General Manager & Registrar's office. The complainant shall have appropriate access to these records.
A Complainant shall have access to this grievance procedure without charge.

Stage One

Formal grievances should be submitted in writing to the General Manager & Registrar. Receipt of the grievance will be acknowledged within seven days.

The General Manager & Registrar within Screenwise 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 within ten working days.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the CEO within ten working days of advice of the stage one decision. Receipt of the grievance will be acknowledged within ten working days.

The Complainant's appeal will be determined by the CEO, an independent and impartial officer of Screenwise Pty Ltd or a committee appointed by the CEO (the Reviewer) to consult with the complainant and other relevant parties within ten working days.

Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

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 ten 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.

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 Screenwise Pty Ltd.

The details for the external body and contact person are:

Academic Grievances:

- ASQA

If the student is dissatisfied with the outcome of their appeal, they may make a written request to the CEO that they wish the matter be dealt with through an external dispute resolution process facilitated by the Australian Council for Private Education and Training (ASQA). The CEO will then advise ASQA in writing of the request within five working days. ASQA will arrange for a Round Table Discussion (RTD) to be held between Screenwise Pty Ltd and the complainant within ten working days of the written notification from Screenwise Pty Ltd. ASQA do not charge a fee for this service.

- Contact Details for ASQA:



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- Australian Skills Quality Authority (ASQA)
- GPO Box 9928, Melbourne, VIC, 3001.
- Ph: 1300 701 801
- Email: <http://www.asqa.gov.au/contact/contact.html>

If the matter remains unresolved after the RTD then ASQA will appoint an independent mediator within fourteen working days of the RTD. ASQA plays no role in the actual mediation. It is then up to the mediator, the complainant and Screenwise Pty Ltd to resolve the grievance. Screenwise Pty Ltd 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 ASQA or the mediator. The mediator will report to the CEO the outcome of the mediation, including any recommendations arising, within fourteen days of the completion of the review. Once the CEO 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.

Non-Academic Grievances:

- Department of Fair Trading (<http://www.fairtrading.nsw.gov.au>)
- Administrative Appeals Tribunal (<http://www.aat.gov.au>)

NSW Fair Trading safeguards the rights of consumers and advises business and traders on fair and ethical practice. The Administrative Appeals Tribunal (AAT) provides independent review of a wide range of administrative decisions made by the Australian government and some non-government bodies. The AAT aims to provide fair, impartial, high quality and prompt review with as little formality and technicality as possible. Both individuals and government agencies use the services of the AAT.

Screenwise Pty Ltd will give due consideration to any recommendations arising from the external review. Once the CEO receives the report of the outcomes from the external review, they will provide a written report to the complainant within ten working days on the recommended actions to resolve the grievance.

Publication

This *Academic and Non-Academic Grievance Policy and Procedure* will be made available to Potential Students and Students enrolled with Screenwise Pty Ltd through publication on the website www.screenwise.com.au and the student handbook.

This *Academic and Non-Academic Grievance Policy and Procedure* was agreed to and ratified by Screenwise Pty Ltd on 22nd April 2013.

Screenwise Pty Ltd
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