

Academic & 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 in this document 'student' refers to both students and potential students, 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 the Australian Institute of Fashion Design Pty Ltd.

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.

Overview

The Australian Institute of Fashion Design Pty LTD is committed to providing an effective, efficient, timely, fair and confidential academic grievance handling procedure for all 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.

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

Students are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are support staff available to assist the resolution of issues at this level. Complainants may raise an informal grievance by contacting their Education Program Manager or the RTO Manager in person at 14/475 Scottsdale Drive Varsity Lakes, 4227 or by phoning (07) 5593 8335.

Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by the Australian Institute of Fashion Design 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 in the Australian Institute of Creative Design Quality Management System.
- A Complainant shall have access to this grievance procedure at no cost.

Stage One

Formal grievances should be submitted in writing clearly outlining the grievance and marked to the attention of the RTO Manager as follows:

RTO Manager
 14/475 Scottsdale Drive
 Varsity Lakes 4227 QLD

The RTO Manager within the Australian Institute of Fashion Design Pty Ltd will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within twenty (20) working days for finalisation of this stage of the grievance procedure.

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 Principle Executive Officer (PEO) (who is senior to the original decision maker). The PEO may appoint a dedicated complaints committee or a unit established for the specific purpose of determining the appeal – Student Appeals Review 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 ten (10) working days for finalisation of this stage of the grievance procedure.

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 the Australian Institute of Fashion Design Pty Ltd.

Domestic and International students have different avenues of external appeal at their disposal and both are laid out below.

Domestic Students

If the complainant is dissatisfied with the outcome of their appeal, they may lodge an external appeal to an external appeals body.

If, after following the Australian Institute of Fashion Design's internal procedures, you still believe the institute is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the online complaint form.

This form is available at: <https://rms.asqa.gov.au/registration/newcomplaint.aspx>

Other options for external appeal can be found at:

The Australian Competition and Consumer Commission: <http://www.accc.gov.au/> or

The Queensland Government's Office of Fair Trading: <http://www.fairtrading.qld.gov.au/> or

The Queensland Civil and Administrative Tribunal: <http://www.qcat.qld.gov.au/>

International Students

The legislation establishing the Overseas Students Ombudsman passed on 21 March 2011 and came into effect on 9 April 2011. The Overseas Students Ombudsman is now operating and able to take external appeals for overseas students studying in Australia. Their website can be found at:

<http://www.ombudsman.gov.au/>

The Overseas Students Ombudsman will provide the external complaints and appeals mechanism available to all private registered education providers and current, or intending, overseas students under Standard 8 of the National Code.

The Overseas Students Ombudsman's service will be free of charge to both providers and students.

Overseas Students Ombudsman contact details:

In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates).

Outside Australia, call +61 2 6276 0111.

The AIFD agrees to be bound by the External Reviewer's or Overseas Students Ombudsman's recommendations and the PEO will ensure that any recommendations made are implemented within 30 days of receipt of the report from the external reviewer.

Publication

This *Academic & Non-Academic Grievance Policy and Procedure* will be made available to students enrolled or potential students seeking to enrol with the Australian Institute of Fashion Design Pty Ltd through publication on the website (www.aicdedu.com.au) and the student handbooks.

Version control, Approval and Review

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