

# STUDENT GRIEVANCE POLICY AND PROCEDURES (ACADEMIC & NON-ACADEMIC)

## 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 with Emmaus Bible School. Australia Ltd (“Emmaus Bible College”) including 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. For the purposes of non-academic grievances the term Student also refers to a person seeking to enrol with Emmaus Bible College including persons seeking to enrol 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 grievance with Emmaus Bible College.

## 1. Overview

Emmaus Bible College is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.

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 grievances 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.

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.

## 2. Responsibility

The Principal 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.

## 3. General Principles

These principles, which will be adhered to by Emmaus Bible College, apply to all stages of this grievance procedure:

- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and any 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 any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to 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 any 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 at Emmaus Bible College, 82 Waterloo Road, Macquarie Park, NSW 2113
- A Complainant shall have access to the internal stages of this grievance procedure at no cost. Costs for an external appeal will be shared equally by Emmaus Bible College and the Complainant.

## 4. Formal Grievance Procedure

### 4.1 Stage One

Formal grievances should be submitted in writing to the Principal at Emmaus Bible College, 82 Waterloo

V1.1 EBC Feb 2015	Page 1 of 2
Student Grievance Procedures	Date of Next Review Feb 2017

Road, Macquarie Park, NSW 2113. The Complainant is invited to include suggestions about how the grievance might be resolved.

In the case of academic grievances the Academic Dean, or in the case of non-academic grievances the Principal, will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 10 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.

#### **4.2 Stage Two**

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Principal at Emmaus Bible College, 82 Waterloo Road, Macquarie Park, NSW 2113  
The Complainant's appeal will be determined by a Grievance Committee of three senior staff members nominated by the Principal who 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 10 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.

#### **4.3 Stage Three**

##### **Domestic students:**

If the Complainant is not satisfied with the outcome of their appeal and they are a domestic student then an independent mediator will be sourced by Emmaus Bible College through LEADR, the Association of Dispute Resolvers. Complainants may request that their grievance is referred to the independent mediator by writing to the Principal at Emmaus Bible College, 82 Waterloo Road, Macquarie Park, NSW 2113

Costs of such mediation will be shared equally by Emmaus Bible College and the Complainant. As a guide mediator's costs would be \$385 for the first four hours (or part thereof). Subsequent hours would be \$137.50 per hour. It is common for most disputes to be resolved within the initial four-hour allocation.

If the Complainant remains unsatisfied with the outcome of the mediation, then they may contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: <http://www.asqa.gov.au/complaints/making-a-complaint.html>.

##### **Overseas students:**

If the Complainant is dissatisfied with the outcome of their appeal and they are an overseas student then they may lodge an external appeal by contacting the Overseas Students Ombudsman.  
The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider. Refer to the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

##### **Remedial Action:**

Emmaus Bible College agrees to be bound by the recommendations arising from the external review of the grievance and the Principal will ensure that any recommendations made are implemented within 30 days of receipt of the recommendations.

#### **5. Publication**

This *Student Grievance Policy and Procedure (Academic and Non-academic)* will be made available to students and those seeking to enrol with Emmaus Bible College through publication on the website ([www.emmaus.edu.au](http://www.emmaus.edu.au)) and in the VET Student Handbook.

V1.1 EBC Feb 2015	Page 2 of 2
Student Grievance Procedures	Date of Next Review Feb 2017