



Grievance Policies & Procedures - Non Academic

RTO: 3855: Level 9, 221 Queen St Melbourne 3000: ABN 81006819503 p.03 9654 2037 f. 03 9650 3192 www.heleneabicair.com.au

Grievance Policies & Procedures – Non Academic

Purpose

At HRA Pty Ltd T/As Helene Abicair College of Advanced Beauty Therapy [the college/ VET Provider] we aim to foster good relations amongst students, employees and management. We acknowledge that the enjoyment you experience in your learning is reflected in how well you work and how well you relate to your tutors and administrators.

We also acknowledge that problems can arise at college that may sometimes cause you to feel aggrieved. These problems can arise from the behaviour or decisions of tutors, administrators or management.

The purpose of this policy is to set forth procedures relating to non-academic grievance matters for students who are or would be entitled to VET FEE-HELP assistance or persons seeking to enrol in a VET course of study comprising VET unit(s) of study that meet the course requirements are entitled to access the grievance procedures as set out by the VET provider. This policy and procedure(s) apply regardless of the location of the campus at which the grievance has arisen, the student's or person's place of residence or the mode in which they study. This procedure describes the process by which students and prospective students may have problems of a non-academic nature addressed effectively, efficiently, professionally and confidentially.

Location of this policy: Student Induction Manual/ College Website

Scope

This policy and procedure applies to all persons enrolled with or seeking enrolment with the college for the delivery of education, training and assessment services.

Students of the college are entitled to use the grievance procedures set out in this policy, regardless of the student's or person's place of residence or the mode in which they study.

Responsible Parties

The Principal is responsible for the control and issue of this procedure.

What is a non academic grievance? A grievance, complaint or appeal that is deemed to be one of dissatisfaction with the procedures, outcomes or the quality of service provided by employees of the college in relation to the non-academic matters. These are matters not related to student progress, assessment, curriculum or awards. Non-Academic matters arise from events occurring at a provider or from decisions made by a provider and will cover issues such as but not limited to:

- ~ discrimination
- ~ unfairness and injustice
- ~ vilification
- ~ sexual harassment
- ~ other forms of harassment
- ~ student amenities
- ~ complaints in relation to personal information that the provider holds in relation to the student
- ~ general complaints including dissatisfaction with services
- ~ complaints about financial matters
- ~ application of procedures, exclusions from events and facilities and the use or misuse of personal information.

A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is lodged in writing to the college student administration office. Forms for this purpose are from the college office.

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Grievance Procedures

The 3 stages in resolving a non academic grievance are:

Students and prospective students enrolled in an accredited VET course of study with the college must have access to a three stage academic grievance process which is set out below. Students who are or would be entitled to VET FEE-HELP assistance or persons seeking to enrol in a VET course of study are entitled to access the non-academic grievance procedures as set out by the college in this document, 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.

Each stage is free of charge.

Stage 1

- a) Initially, complaints and grievances should be discussed with the person/s involved.
- b) If the complainant is not able or does not wish to discuss the matter with the person involved, complainants should address their complaint(s) to the Administration Manager who will conduct an internal investigation of complaints which remain unresolved.

Name/ Title of Independent/impartial senior officer: Administration Manager, Kelly Nguyen
Contact Details: Phone: (03)9654 2037; Address: Level 9, 221 Queen St Melbourne, 3000, Victoria.

A complaint made in writing will be considered a formal complaint. The Complaint, Grievances and Appeals Form is available from the college office located at Level 9, 221 Queen St Melbourne, 3000, Victoria, and the college website: www.heleneabicair.com.au.

The complaint, decisions made and/or actions in relation to the matter will be documented. A resolution will be sought within 14 days of receipt of the complaint, and the complainant will be provided with a written response giving reasons and full explanation in writing for decisions and actions taken as part of the procedures, if requested by the complainant and/or respondent within 14 days in regards to the Complaint(s), Grievance(s) and Appeal(s).

Stage 2

The second stage of the non-academic grievance process is as follows:

If dissatisfied with the response to the complaint or the time taken to resolve the matter under Stage 1, the complainant may submit the complaint/grievance in writing (on the available Form) for the Principal, Rohan Widdison, to address, who may explicitly seek the involvement of the Non-Academic Appeals & Grievances Committee, within a reasonable time, not longer than 30 days of receipt of the complaint. The decision or actions will be documented and the outcome will be given in writing to the complainant.

Stage 3

The third stage of the grievance process is as follows:

If the student/complainant is not satisfied with the decision of the Principal /Non-Academic Appeals Committee, in stage 2, the complainant may request that the matter be referred to an external dispute resolution process, by the body appointed by the college for that purpose.

Australian Council for Private Education and Training (ACPET)
Executive Officer, Victoria
PO Box 551
East Melbourne
Vic 8002
Tel: 9416 1355

This final stage will be addressed within 30 days.

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If ACPET makes recommendations in relation to a grievance they have reviewed, ACPET will forward these recommendations within 14 days to the Principal or his delegate who will ensure that the recommendations are implemented within 21 days. Members of college staff involved in the 3 initial stages of the grievance process are not permitted to be involved in any review committee. Three staff not involved in the initial stages will be selected for such a committee.

Policy

All disputes or grievances will be handled professionally and confidentially in order to achieve a satisfactory resolution.

All parties will have a clear understanding of the 3 steps involved in the grievance procedure.

Each appellant/complainant will be provided with the opportunity to present his or her case at each stage of the grievance process.

All grievances will be managed fairly and equitably and as efficiently as possible.

The complainant and respondent will not be victimised or discriminated against in any of the stages set out in this policy, nor as a result of a grievance being raised.

The college will encourage the parties to approach a grievance with an open view and attempt to resolve issues through discussion and conciliation. The policy provides an avenue for most grievances to be addressed. However, where a grievance cannot be resolved through discussion and conciliation internally, the college acknowledges the need for an appropriate external and independent agent to moderate between the parties, as set out below.

The college will endeavour to resolve any grievance referred to it by the Victorian Registration and Qualifications Authority (VRQA) within 20 working days of its receipt of the complaint.

This policy is communicated to academic and support staff through the Staff Induction Manual and through internal memos. The Principal is responsible for the training of academic staff in their application of the policy.

At all stages of the process, the complainant and/or respondent have the right to be represented by a third person (such as a family member, friend, counsellor, but not a lawyer or similar skilled professional) if they so desire.

At all stages of the process, discussions relating to complaints, grievances and appeals are to be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of the procedures will be given, if requested by the complainant and/or respondent.

Student Privacy

The college acknowledges and respects the privacy of students. It is required under the Privacy Act 1988 (Cth) to comply with the National Privacy Principles in respect of the collection, use and disclosure of personal information from individuals. Records of all grievances, applications for review of decisions and outcomes of the grievance process will be kept for a period of five years. Parties to the complaint will be allowed supervised access to these records at the discretion of the Principal or nominee.

Confidentiality

All records relating to Students and prospective students enrolled in an accredited VET course of study at the college are treated as confidential.

This Policy and Procedure will be published in the Student Induction Handbook and College website www.heleneabicair.com.au, and available from the College office located at Level 9, 221 Queen St Melbourne, 3000, Victoria.

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