

## 1. Purpose

This Policy supports Australian School of Accounting's (ASA) commitment to handling student grievances about any aspect of their experience with ASA, its agents or related parties effectively, promptly and fairly through an accessible, transparent, professional and equitable process.

## 2. Principles

This Policy is informed by the following principles:

- that all students are entitled to access a process for handling and resolving grievances that is applied consistently and fairly;
- that grievances should be resolved promptly, objectively, with sensitivity and in confidence;
- that the internal grievance handling and resolution process is widely published and free of charge;
- that decisions about formal complaints and appeals are recorded and the student concerned is informed in writing of the outcome, reasons and of further avenues of appeal;
- that the student has the option of either an external mediation or an external resolution service provided as part of the *Student Grievance Handling and Resolution Procedure*. Either option is available to students at a reasonable cost as described in the Schedule attached to the *Student Grievance Handling and Resolution Procedure*; and
- that all parties to a grievance are respected and are not at risk of discrimination or reprisal.

## 3. Scope

This Policy applies to current and prospective students at ASA.

#### 4. Definitions

| Term                | Definition  |
|---------------------|---|
| Grievance           | A complaint or conflict which arises out of an act, decision or omission which the complainant considers to be unjust, wrongful or discriminatory and which is within the control of ASA, its agents or related parties.  |
| Internal Mediation  | A process for attempting to resolve issues in a less formal manner within the confines of ASA's human resources and facilities. Mediation involves all parties in a dispute and is presided over by an impartial arbiter, with the objective of arriving at a mutually acceptable resolution.   |
| External mediation  | A process for attempting to mediate issues through an independent mediation service external to ASA. Mediation requires all parties in a dispute and is presided over by an impartial dispute mediation provider, with the objective of arriving at a mutually acceptable outcome.  |
| External resolution | A process to resolve any dispute or difference whatsoever arising out of or in connection with ASA, which shall be submitted to an expert in accordance with and subject to, Resolution Institute Expert Determination Rules.   |
| Procedural Fairness | A principle of law that is concerned with the procedures used by a decision-maker, rather than the actual outcome reached. Features of procedural fairness include ensuring all parties involved are provided with all necessary details about the allegations and are given a proper opportunity to respond to those allegations; that the person/s involved in resolving grievances do not have any known bias or conflict of interest; and that any decisions are based only on relevant evidence. |

#### 5. Policy

A grievance may be an expression of dissatisfaction with any of the following:

- the quality of education and administrative support;
- mishandling of personal and confidential information;
- personal mistreatment, including bullying, harassment and discrimination;
- matters relating to enrolment, deferral, suspension or termination of enrolment, induction or orientation;
- academic matters such as student progress, assessment, qualifications, advanced standing, and academic misconduct; and
- any complaint or appeal the student makes regarding their dealings with the School, including education agents or any related party the School has an arrangement with to deliver the student's course or related services.

Wherever possible, students and prospective students are encouraged to try and resolve concerns or dissatisfaction informally with the person or office involved in the first instance. Academic and administrative staff are available to assist students at this level. However, ASA recognises that this may not always be an appropriate or preferred course of action; and that it may be necessary to proceed directly to a formal grievance process.

Students may continue with their studies during the appeals process.

## **6. Context**

This Policy has been developed to ensure that ASA responds effectively to cases of dissatisfaction and/or felt grievance. It establishes ASA's support and promotion of a culture in which grievances are treated as an opportunity for organisational and operational improvement and provides a framework for the associated actions and responsibilities of grievance handling at ASA.

## **7. Specific Related Documents**

*ASA Student Grievance Handling and Resolution Procedure and Flowchart.*

## **8. Relevant Legislation**

*Higher Education Standards Framework 2015*

*National Code of Practice for Providers of Education and Training to Overseas Students 2018*

## 9. Version Control

|             |     |  |     |  |      |
|-------------|-----|--|-----|--|------|
| Document    |     | Student Grievance Handling and Resolution Policy |     |  |      |
| Approved by |     | Board of Directors                               |     | Date: 04 November 2020   |      |
| Version #   | 3.0 | Replaces Version                                 | 2.1 | Board of Directors approval                                    |      |
|             | 2.1 |  | 2.0 | Governance restructure   |      |
| Version #   | 2.0 | Replaces Version                                 | 1.8 | Council Approval<br>Next Review                                | 2023 |
|             | 1.8 |  | 1.7 | CRICOS RFI   |      |
|             | 1.7 |  | 1.6 | Review post-TEQSA RFI  |      |
|             | 1.6 |  | 1.5 | Review post-TEQSA meeting                                      |      |
|             | 1.5 |  | 1.4 | Review pre-TEQSA meeting                                       |      |
|             | 1.4 |  | 1.3 | Review post site visit   |      |
|             | 1.3 |  | 1.2 | Council approval Style review                                  |      |
|             | 1.2 |  | 1.1 | Project Manager review   |      |
|             | 1.1 |  | 1.0 | Styling and Reviewed against Standard 10 of National Code 2018 |      |
|             | 1.0 |  | 0.3 | Academic Board approval<br>Next Review                         | 2020 |
|             | 0.3 |  | 0.2 | Academic Board Review  |      |
|             | 0.2 |  | 0.1 | Policy and procedure separated                                 |      |
|             | 0.1 |  | 00  | Generic  |      |

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|----------------------------|--|
| <b>Responsible Officer</b> | Principal  |
| <b>Approving Authority</b> | Board of Directors   |
| <b>Approval Date</b>       | 04 November 2020   |
| <b>Commencement Date</b>   | 2020   |
| <b>Review Date</b>         | 3 years / 2023   |
| <b>Version</b>             | 3.0  |
| <b>Related Documents</b>   | <i>Student Admissions Policy</i><br><i>Student Academic Conduct Policy</i> |