

CP006 Student Grievance/Appeals Procedure

1. Purpose

The purpose of this procedure is to provide a further avenue for action in the event that a student of Wodonga TAFE does not agree with the outcome of a discipline, dispute, VET FEE-HELP decision or complaint resolution process. It should only be applied when all other relevant Institute processes have been exhausted.

2. Scope

This procedure applies to all enrolled, past or prospective students of Wodonga TAFE and relates to both Academic & Non Academic matters. The Student Grievance/Appeals Procedure is available to all students including those who are, or would be entitled to VET FEE-HELP assistance, or persons seeking to enrol in a VET course of study comprising VET units of study and who are, or would be, entitled to VET FEE-HELP. It does not apply to Wodonga TAFE staff. (*Note that Institute Staff should follow the PP044 Staff Grievance Procedures*).

This procedure is accessible to students irrespective of their location, place of residence or study. The procedure can be accessed from the Wodonga TAFE website - http://www.wodonga.tafe.edu.au/07_aboutus/pages/Policies/index.jsp

Staff at Wodonga TAFE will be made aware of this procedure through regular training sessions. Learner Services staff will be able to assist Department Managers in implementing this procedure and handling any grievances.

Wodonga TAFE will not victimise or discriminate against any complainant or respondent.

3. Scheduled Review Date

30 April 2012

4. References

CP005 Refunds Procedure

CP008 Student Discipline Procedure

CP013 Student Harassment, Discrimination and Conflict Resolution Procedure

CP026 Learner Review (Re-crediting a FEE-HELP balance) Procedure

DP025 Assessment (including Appeal and Examination) Procedure

LP003 Improvement Opportunities and Complaints Procedure

5. Definitions

See Wodonga TAFE glossary on StaffNet for current definitions.

For the purposes of this procedure:

Academic matters include those matters which relate to student progress, assessment, curriculum and awards in a course.

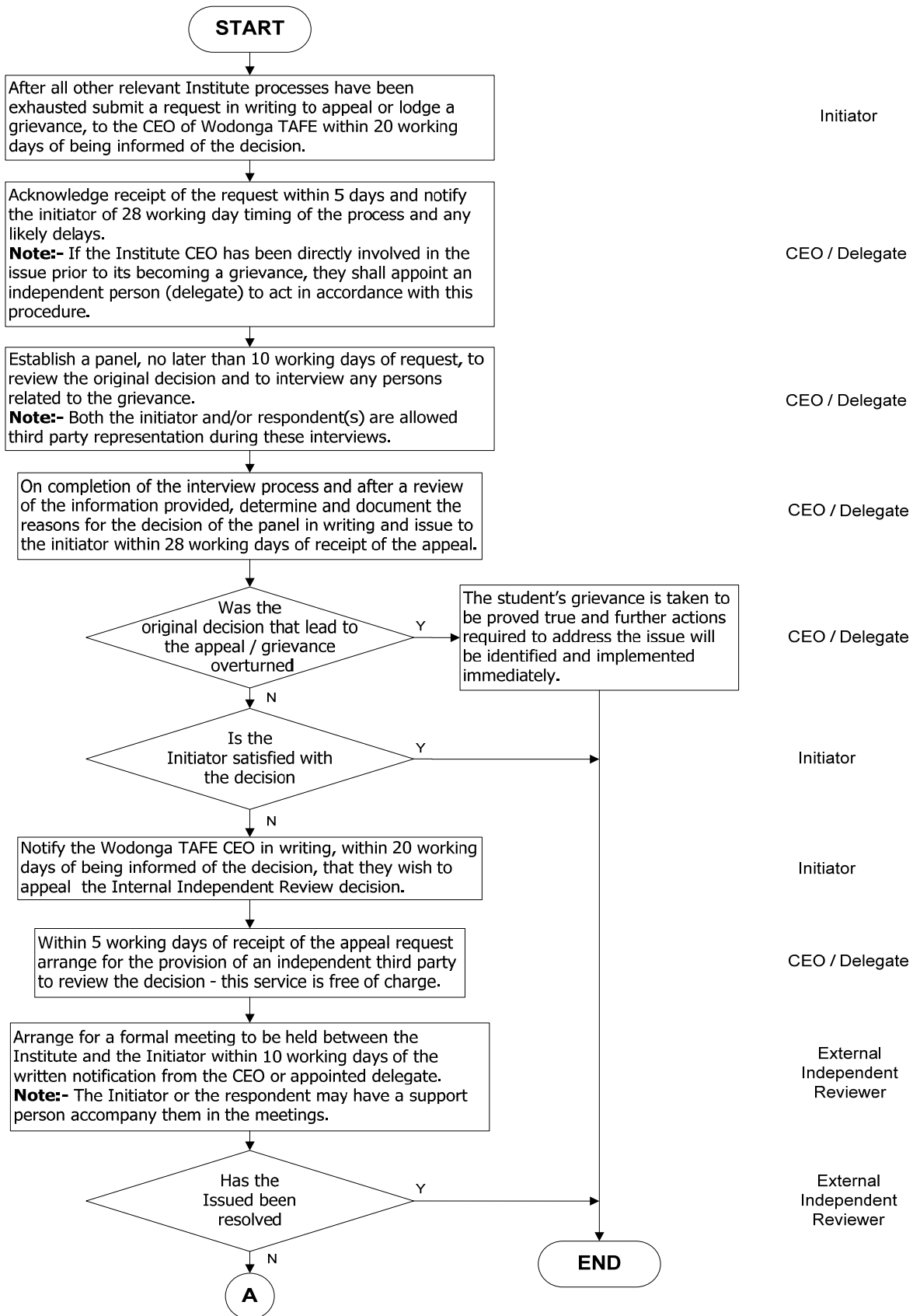
Non-academic matters includes those matters which do not relate to student progress, assessment curriculum and awards in a course and includes complaints in relation to personal information that the provider holds in relation to the student. Non- academic grievances tend to arise from events occurring at a provider or from decisions made by a provider and will cover issues such as harassment, vilification, discrimination, financial matters, fines and payments, application of procedures, exclusions from events and facilities and the use and misuse of personal information.

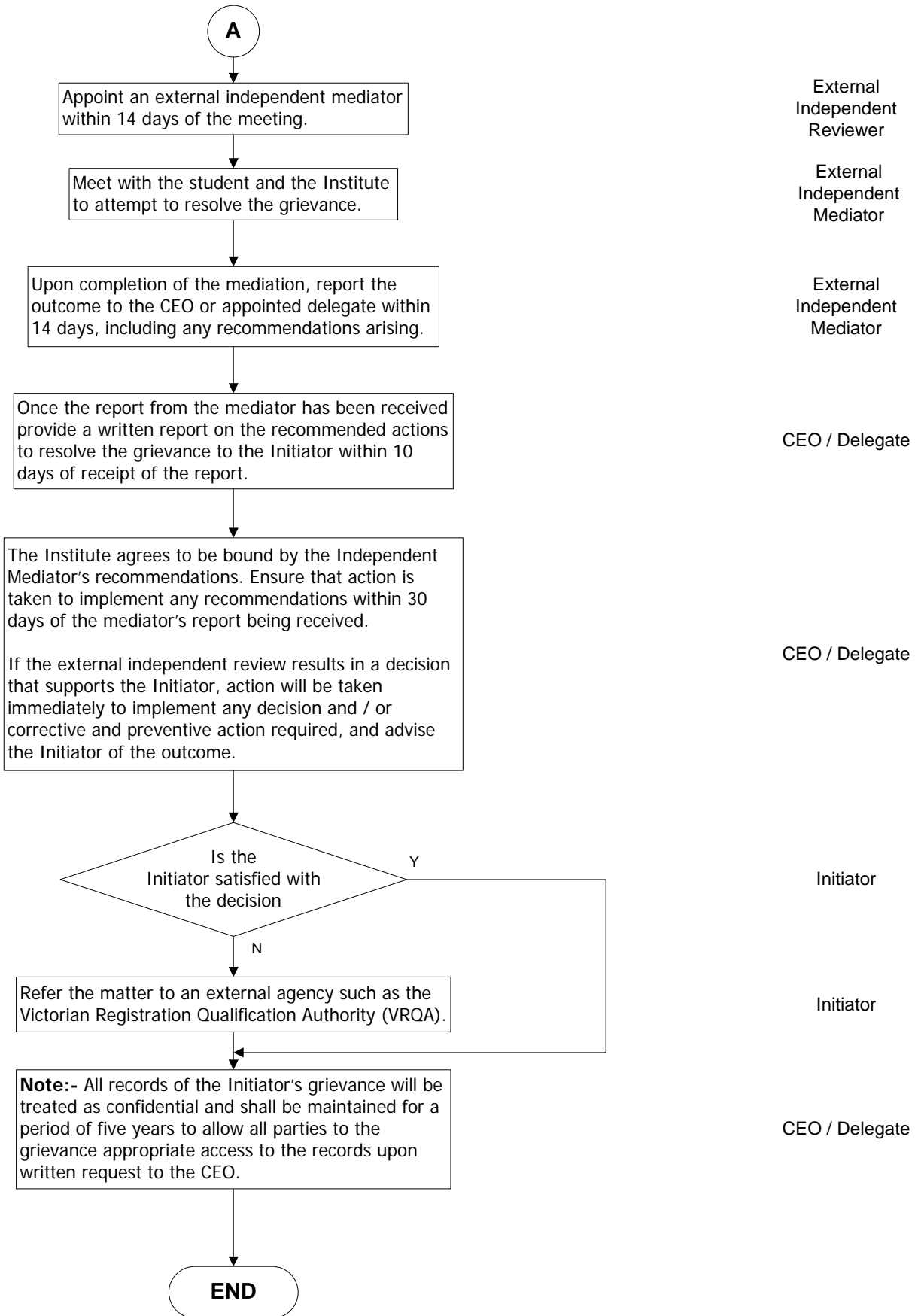
Principles of Natural Justice (also termed Procedural Fairness) have been identified by the Human Rights and Equal Opportunity Commission (HREOC):

- The person who is the subject of concern must know all the allegations in relation to their behaviour.
- They must have a full opportunity to put their case.
- All parties relevant to the issue must have the right to be heard.
- All relevant submissions and evidence must be considered.
- Matters that are not relevant must not be taken into account.
- The person who raises the concern must not have responsibility in establishing the process.
- The decision-maker must be fair and just.

Initiator (complainant) is the student who has an unresolved concern or complaint.

6. Procedure





7. Record, Retention and Archiving

Record Title	Retention Requirement	Location of Storage/Archive/Other Requirements
Applications for loan, subsidy or fee reduction services that have been rejected.	PROS 02/01, class 19.1.0	Temporary - destroy 1 year from date of decision
Student Complaints / Grievance / Penalty / Disciplinary Action (complaint, interviews, correspondence, reports to committee)	PROS 02/01, class 9.1.0	Temporary – destroy 15 years following date of decision
Student Complaints / Grievance / No Penalty / Disciplinary Action (complaint, interviews, correspondence, reports to committee)	PROS 02/01, class 9.2.0	Temporary – destroy 7 years following date of decision
Student Grievances – Not Proven	PROS 02/01, class 9.3.0	Temporary - destroy documentation (not records of the Grievance Registrar)