

Student Grievances Policy and Procedure

Definitions

For the purposes of this document the following applies:

The organisation refers to GET Education Australia, (National RTO Provider Code: 314401).

VET Quality Framework refers to the [standards](#), financial and administrative requirements applying to the delivery of vocational training by organisations registered by the national VET regulator.

Academic grievances relate to student academic progress, assessment, subject/unit content or academic/attendance records in a program or course of study.

Non-Academic grievances 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 generally arise from events occurring at a provider or from business decisions made by a provider.

Complainant refers to Students (as defined above) who have lodged a grievance or complaint with GET Education Australia or Workplace Health and Safety Services Pty Ltd.

1. Overview

The organisation is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students in accordance with the Australian VET quality framework. This policy covers both academic and non-academic grievances and appeals.

An informal complaint or grievance is a concern about academic matters, perceived discrimination, a situation, a process, a person or people, a facility or a support service provided by the organization, which the student brings to the attention of the organization in an informal way, i.e. it is spoken about to a staff member, not submitted in writing.

A formal complaint or grievance takes place if grievance cannot be resolved informally (for example, the affected parties discussing the matter), and is written down for official processing.

Academic matters include those matters which relate to student progress, assessment, course content, RPL application results, Credit and Credit Transfer application results 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.

2. Responsibility

The Principal Executive Officer/Director 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 the organisation and 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.