

## **Grievance Policy (Academic)**

### **Background**

Students enrolled in VET courses of study with KAL TRAINING (or any of their contracted third parties delivering training on KAL's behalf) are entitled to access KAL Training's grievance procedures, regardless of the location of the campus at which the grievance has arisen, the student's place of residence or the mode in which they study. KAL TRAINING will address each student complaint or appeal in a confidential, punctual and efficient manner, in order to maintain a high level of customer satisfaction.

KAL TRAINING, documents and implements policies and procedures for dealing in a constructive and timely manner with client complaints and appeals against decisions made by KAL TRAINING. The policies and procedures aim to ensure that:

- Each complaint and appeal and its outcome is recorded in writing
- Each appellant is entitled to be heard by an independent person or panel
- Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcome, including reasons for the decision
- KAL TRAINING acts upon the subject of any complaint found to be substantiated

### **Student Privacy**

KAL TRAINING acknowledges and respects the privacy of students. It is required under the Privacy Act 1988 to comply with the Australian Privacy Principles in respect of the collection, use and disclosure of personal information from individuals. All records of grievances and their outcomes must be stored and kept strictly confidential. For further information please review KAL's Privacy Policy published on its website.

### **Academic Grievance Policy**

The purpose of this policy is to provide a fair and equitable procedure for KAL TRAINING students to submit and process an academic grievance.

- Policy and Procedure review date: February 2018
- Policy and Procedure last reviewed date: December 2016
- Procedure reviewed and approved by: CEO
- Compliance Officer
- Responsibility: CEO

# KAL TRAINING

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## Scope

This procedure will cover all complaints and appeals submitted by students undertaking training for nationally recognized training qualifications or other qualifications on KAL Training's scope of registration, by KAL or any contracted third parties delivering on KALs behalf. All disputes will be handled professionally in order to achieve a satisfactory resolution. The grievance procedure will be publicly available on the KAL website [www.kaltraining.com.au](http://www.kaltraining.com.au). Staff induction includes information on the college grievance and appeals procedure.

**"Academic Grievance"** refers to a grievance about assessment, student academic progress, VET course content, the quality of VET course delivery, and academic achievement in a VET course of study.

During all stages of the Academic Grievance procedure KAL TRAINING will take all reasonable steps to ensure that all parties will not suffer victimisation or discrimination. Full explanation in writing for decisions and actions taken will be provided to all parties at every stage of the grievance process, if requested. There is no cost to the complainant for utilizing the first three steps of this grievance procedure.

Students have four stages at which a complaint may be addressed. The first three stages are free of charge to the student. The final stage involves mediation. All costs associated with mediation are to be agreed to by both parties.

### Step 1: Informal Resolution

It is in the student's best interests for a dispute to be resolved amicably and at an early stage. A difficulty should initially be discussed with the staff member and/or Senior Teacher concerned and a satisfactory outcome might be achieved through discussion. The student has the right to be accompanied by a friend, advocate or carer in any face to face discussions. If the issue is not resolved within 5 working days then the student should proceed to Step 2.

### Step 2: Informal Resolution

The student should lodge a written complaint using the approved KAL TRAINING Complaint and Appeals Form. Student should submit the form to Student Administration who will forward it to the General Manager who will investigate the complaint. They will:

- review documentation
- review informal resolution process to date
- notify student of recommendation in writing

A satisfactory outcome might be achieved through conciliation.

If complaint is not resolved within 5 working days the student should proceed to Step 3.

### Step 3: Appeal process

The student can appeal to the Student Grievance committee.

The student should complete an addendum to the original Complaints and Appeal Form and submit to the CEO within 14 days of receiving a response from the General Manager (Step 2) and must detail

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the nature of the matter, the grounds of the appeal, the avenues of conciliation previously undertaken and his/her desired outcome.

Membership of the Student Grievance Committee shall be nominated by the CEO and shall be composed of at least 3 people - for example:

- A Director or independent Program Manager (as Chair)
- A student representative
- A Counsel or/other support person
- An independent teacher from another area
- A representative from the International Office.

The Committee shall meet within five working days of receipt of the addendum to the Complaints and Appeal Form from the student. The student is able to formally present his or her case to the Student Complaints Committee in person. A support person may assist the student during the appeal and accompany the student to the meeting of the Student Complaints Committee.

The Chair of the Committee will advise the student in writing of the decision within five working days of the hearing. If the matter remains unresolved student can proceed to Step 4.

## **Step 4: Formal Resolution - External Professional Mediator appointed**

Formal Dispute Resolution may be requested after all appropriate forms of informal resolution have been sought. The Student can request mediation by completing an appropriate 'Request for Mediation' form. KAL TRAINING is a member of the LEADR Student Mediation Scheme and can request LEADR to organize an accredited professional Mediator. Mediator will be organized within 14 working days and the outcome of this mediation will be known at the end of the mediation session. LEADR are a professional mediation company.

In consultation with the LEADR representative all costs associated with mediation are to be agreed to by both parties. The Mediation can be held at KAL's office or an agreed upon location. Both parties will commit to resolving the complaint. The Mediator will document all outcomes of mediation. At completion of the Mediation, both parties must sign an Agreement agreeing to the outcomes. This agreement will be overseen by a LEADR appointed mediator.

This agreement does not remove the right to take further action under Australia's consumer protection laws. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other education provider policies or under statute or any other law

## **Student Complaints and Appeals Procedure (Academic Grievance)**

Step 1	Step 2	Step 3	Step 4
Informal Resolution	Informal Resolution	Appeal/Grievance process	Formal Resolution: External Professional Mediator appointed (LEADR)

KAL TRAINING will keep appropriate records of grievances for at least five years and allow parties to the complaint appropriate access to these records.

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