



Academic Grievance Policy

Overview

Australian Wings Academy Pty Ltd is committed to providing students with an education of the highest possible quality. However, from time to time, students may raise concerns, complaints or grievances about matters or issues relating to their experiences at Australian Wings Academy Pty Ltd seeks to prevent grievances by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Definitions

For the purposes of this document the following applies:

- a. The Act refers to the Higher Education Support Act 2003
- b. Student/s refers to all persons enrolled in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would, be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.
- c. Complainant refers to Students (as defined above) who have lodged an academic complaint with Australian Wings Academy Pty Ltd.
- d. Complainants are entitled to access this grievance procedure regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

This policy relates to an academic appeal against an assessment within the academy.

(This policy does not apply to assessments assessed by CASA. Students must deal directly with the licensing authority regarding CASA exams.)

They include but are not limited to (1) academic grades (2) assessment matters and (3) a decision of a member of academic staff that affects an individual or groups of students and (4) academic misconduct.

Responsibilities

- a. The Chief Executive Officer is responsible for implementation of this policy and procedure and ensuring that staff is fully trained in its operation and Students and Complainants are made aware of its availability.
- b. The Instructor/Assessor involved in the assessment is responsible for handling academic grievances in the first instance.
- c. If no resolution can be achieved the student can access the Academic Grievances Procedure.
- d. The Chief Flying Instructor, as the principle assessor, is the overall responsible person for Academic Grievances
- e. If no resolution can be found with the CFI the appeal may be referred to the CEO or referred to an external arbitrator.

Policy Content

During all stages of the Complaints Procedure, AWA will take all steps to ensure that the complainant and the respondent will be treated fairly, not be victimised or discriminated against.

The student will remain enrolled in the course for the duration of the complaint process

Informal Academic Grievance Procedure

Students are encouraged initially to attempt to resolve a complaint informally by talking directly with the person concerned to resolve the problem. If the issue is not resolved the student may access the Internal Academic Grievance Procedure at no cost to the student.

Formal Academic Grievance Procedure

These procedures ensure that:

- a. Each grievance is heard by an independent person or panel





- b. The Complainant and the respondent has the right to appear in person before the independent person or panel to present their case and may be accompanied by a support person
- c. All steps of the grievance procedures will be recorded and entered into the students file and will be kept for a period of five years to allow all parties access to the records on written request to the General Manager.
- d. Australian Wings Academy Pty Ltd will ensure that the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse
- e. The Complainant is given a written statement of the appeal outcomes, including reasons for the decision.
- f. All reasonable measures will be taken to finalise the process as soon as practical.

Implementation

Stage One

Formal grievances should be submitted in writing on the Academic Grievance Form available from administration, to the Chief Flying Instructor.

The CFI will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 20 working days.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Chief Executive Officer as the Reviewer for determination.

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 20 working days

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body recommended for this purpose by Australian Wings Academy Pty Ltd.

Australian Wings Academy Pty Ltd allows for an external appeal to be heard and completed.

Students are advised that they are solely responsible for the fees that they may incur with an external mediator. An external body that is experienced in mediating disputes and is available for students to contact is

Leadr (Association of Dispute Resolvers) 02 9251 3366

Membership Number: 26967

Australian Wings Academy Pty Ltd will immediately implement any decision and/or corrective and preventative action required as a result of this complaint.

Continuous Improvement

Any improvement action arising from a student grievance or appeal will be recorded in the Continuous Improvement register and any action required to improve services will be activated.

Grievance Policy Approval

This policy has been agreed to and ratified by the CEO of Australian Wings Academy on the 27th February 2015.





Non-Academic Grievance Policy

Purpose

To ensure that non academic grievances are dealt with in a timely and positive manner. To ensure that complaints are heard by an independent arbitrator.

Definition

For the purposes of this document the following applies:

- a. The Act refers to the Higher Education Support Act 2003
- b. Student/s refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.
- c. Complainant/s refers to students (as defined above) who have lodged a non-academic complaint with Australian Wings Academy Pty Ltd
- d. Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course. These matters may include but are not limited to operational, administrative, discrimination and harassment issues. Examples of these could include sexual harassment, racial or sexual discrimination, physical or verbal abuse.
- e. This policy also extends to complaints about breaches of personal information by Australian Wings Academy Pty Ltd relating to information obtained for the purposes of VET FEE-HELP Assistance and repayment of HELP loans.
- f. Complainants are entitled to access this grievance procedure regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

This policy does not replace or modify policies or any other responsibilities under other AQTF policies or under statute or any other law. Also these dispute resolution procedures do not circumscribe an individual's rights to pursue other legal remedies.

Responsibilities

- The Chief Executive Officer as senior officer is responsible for implementation of this policy and procedure and ensuring that staff are fully trained in its operation and Students and Complainants are made aware of its availability.
- The General Manager is responsible for handling complaints in the first instance.
- If the complaint involves the General Manager, the CEO as senior to the General Manager, will be the first responsible person.
- If no resolution can be found with the CEO the complaint is referred to an external arbitrator.

Implementation

Informal Grievance Procedure

Students are encouraged initially to attempt to resolve a grievance informally by talking directly with the person concerned to resolve the problem. This step is not mandatory; the student may proceed directly to the internal Formal Grievance Procedure

Formal Grievance Procedure

- a. During all stages of the Grievance Procedure, Australian Wings Academy Pty Ltd will take all steps to ensure that the complainant and the respondent will not be victimised or discriminated against.
- b. The internal formal Grievance Procedure will occur at no cost to the student
- c. An explanation in writing for decisions and actions taken at any stage of the process will be provided if requested by the complainant and the respondent.
- d. All steps of the grievance procedures will be recorded and entered into the students file and will be kept for a period of five years to allow all parties access to the records, on written request to the General Manager.





- e. Australian Wings Academy Pty Ltd will ensure that the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse

Stage one:

Formal grievances should be submitted in writing on the Formal Non Academic Grievance Report Form available from administration. The student may request the assistance of a designated staff member.

The General Manager will commence the grievance resolution process within 10 working days and all reasonable measures will be taken to finalise the process as soon as practical. The General Manager will investigate the grievance and interview any persons associated with the grievance to gain a full understanding of the issues in order to make a considered decision. Both the complainant and the respondent may be accompanied by a third party if so desired at these interviews.

The General Manager will provide a written decision to the complainant within 15 working days outlining the reasons for the decision and the complainant's right to access stage two of this procedure if they are not satisfied with the decision.

Stage Two:

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Chief Executive Officer. The CEO will review the decisions and if necessary will consult with the Complainant and other relevant persons to make a determination of the appeal.

The complainant will be advised in writing of the results of the appeal within 5 working days with reasons for the decision and of their right to proceed to Stage Three of the process if they still feel the matter is not resolved.

Stage Three:

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process. At any point the complainant may decide to refer the matter to an external agency such as

Leadr (Association of Dispute Resolvers) 02 9251 3366

Australian Wings Academy Pty Ltd will immediately implement any decision and/or corrective and preventative action required as a result of grievances and appeals.

Continuous Improvement

Any improvement action arising from a student grievance or appeal will be recorded in the Australian Wings Academy Pty Ltd Continuous Improvement register and any action required to improve services will be activated.

Grievance Policy Approval

This policy has been agreed to and ratified by the CEO of Australian Wings Academy on the 27th February 2015.

