

Policy Title

Student Grievance and Appeals Policy

Purpose

The purpose of this policy is:

- To comply with Standard 10 (“Complaints and Appeals”) of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018; and
- To provide an independent, easily and immediately accessible and inexpensive complaints and appeals process for students of Monash College Pty Ltd (Monash College).

Scope

- Current students of Monash College; and
- persons who have studied or completed studies at Monash College within the last six months (“past students”); and
- persons seeking to enrol at Monash College (“prospective students”).

Current and past students may lodge a grievance or appeal under this policy. Prospective students may only lodge a grievance or an appeal relating to the admissions process.

Students dissatisfied with an experience may lodge the grievance no later than six months from the date of the event. Students may request for a reassessment of a decision made by Monash College and lodge an appeal no later than 20 working days from the date of the decision, an appeal will only be assessed if student identified procedural irregularity or provides new evidence of compelling and compassionate circumstances

This policy covers academic and non-academic grievances and appeals, excluding:

- Academic Progress appeals as this is governed by the relevant programs Academic Progress Policy and Procedure; and
- Academic Integrity appeals as this is governed by the relevant programs Academic Integrity Policy and Procedure

Offshore providers delivering Monash College programs will apply their own appeals policies and procedures that must align with the principles outlined in this policy. Offshore providers must notify Monash College in writing (Appeals Officer) when any student enrolled in a Monash College program lodges an appeal.

Policy Statement

Monash College will ensure that student grievances and appeals are resolved in an objective, equitable and timely manner.

Monash College is committed to the effective and efficient resolution of student grievances and appeals.

The principles of this policy are:

1. All students will be advised during orientation of grievance and appeals policies and procedures and student support services.
2. Students and staff participate in the student grievance and appeals procedure in good faith. Grievance or appeals found to be vexatious or frivolous may be dismissed.
3. All student grievances and appeals will be handled in a serious, sensitive, and timely manner and discussed only with those persons relevant to the case.
4. Students can lodge a grievance or appeal with Monash College at no cost.
5. Students can request to present their case and be accompanied and assisted by a support person if necessary.
6. Students who lodge a grievance or appeal in accordance with this policy will not be subject to negative treatment or penalised because of the grievance or appeal.
7. Staff involved in resolving student grievances or appeals will act fairly at all times and ensure that decisions will be based on a thorough and unbiased consideration of the facts and the views expressed by all parties.
8. Outcomes or decisions made to resolve or respond to a grievance or appeal must be achievable within Monash College's lawful powers and policies, and relevant legislative requirements.
9. This policy will be communicated to staff through the Monash College intranet site and to students through the Monash College website.
10. The program Directors or nominee will be responsible for ensuring the training of staff in the application of this policy.
11. Students' enrolment status will not be affected by the lodging of a grievance or appeal.
12. Monash College will provide students a written outcome of their grievance or appeal.

13. If an internal or external grievance or appeal process results in a decision or recommendation in favour of the student, Monash College will implement the decision or recommendation and/or take the preventive or corrective action required by the decision as soon as practicable, and advise the student of that action.
14. Grievances and appeals provide valuable insight into the continuous improvement of programs, policies, procedures and services that Monash College provide.

Records Management

Grievances – Business Units will keep a record of all formal grievance applications, documentation and outcomes issued to students for a period of seven years. These records will be kept securely stored and filed separately to the student or staff file.

Appeals - A record of all appeals, applications for the review of decisions, and the outcomes of the appeals process will be retained for a period of seven years. These records will be kept securely stored and filed separately to the student or staff file.

The Student Grievance and Appeals Policy is a Level 2 Management Policy and the latest approved version will be stored in the Policy Bank on the Monash College intranet. The policy owner will maintain a record of relevant issues for consideration at the time of review.

Legislation and Standards

Education Services for Overseas Students Act 2000 – National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 10.

Reference Policies and Supporting Documentation	Student Grievance and Appeals Procedure Grievance/ Appeals Form Admission Policy Enrolment Policy Attendance Policy Student Fees Refunds Policy Fitness to Study Procedure Non-Academic Suspension and Exclusion Policy Monash College Privacy Policy
Responsibility for Implementation	Director, Monash College Diplomas Director, Monash Professional Pathways Director, English and Foundation Year Appeals Officer(s)
Status	Revised
Key Stakeholders	Monash College Senior Leadership Team Appeals Officer(s) Pathways Operations – CEO and CFO Manager Student Administration Support Staff including Student Engagement Coordinators, Guardians and Learning Consultants Current Students Past Students Prospective Students
Approval Body	Monash College Academic Board
Date Effective	4/08/2020
Next Review Date	4/08/2023

Policy Owner Job Title Division	Director Governance Governance
Policy Author	Academic Governance Officer
Contact	Monash College Appeals Officer StudentAppeals@monashcollege.edu.au
Policy Level	Level 2

Definitions

Appeal	The request for a reassessment of a decision made by a Monash College staff member.
Appeals Officer/s	A Monash College employee(s) vested with the responsibility to accept the lodgement of an Appeal, on behalf of the organisation.
Informal Grievance	An expression of dissatisfaction with some aspect of a student's experience. The grievance is informal when a student expresses dissatisfaction directly with the person involved.
Formal Grievance	A formal complaint made by a student. A formal grievance where possible is made in writing.
Head of Program	English Language Centre – Director Foundation Year – Director Diplomas – Director MPP – Executive Director
Frivolous	A finding that an appeal is not seriously made, or relies on trivialities that do not warrant a review of the matter concerned.
Chief Operating Officer	Chief Operating Officer and Chief Financial Officer
Student	Encompasses current, past and prospective students.
MCD	Monash College Diplomas
MUELC	Monash University English Language Centre
MPP	Monash Professional Pathways

MUFY	Monash University Foundation Year
Provider	An institution or other body or person in Australia that provides or seeks to provide CRICOS registered courses to overseas students as defined by the ESOS Act.
Vexatious	A finding that an appeal is made for another purpose (i.e. the appeal is not made as a genuine attempt to seek review of the matter concerned) or to cause unjustified trouble.
ESOS Act	Education Services for Overseas Students Act 2000.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under section 10 of the ESOS Act.

Implementation plan

Step #1	Final version to be approved by the Academic Board then circulated to students and staff.
Step #2	Policy uploaded to the website and policy bank.
Step #3	Policy (and associated procedure and grievance form) to be referenced in Student Orientation materials.

Change history

Version number	Approval date	Approved by	Brief outline of changes
1.1	04/08/2020	Academic Board	Policy Review updated the principles, scope and definitions.
1.1	09/11/2020	Director Governance	Minor amendment to articulate existing practice regarding favourable outcomes for appellants.