

Policy Title

Academic and Non-Academic Complaints 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

This policy applies to:

- current students of Monash College; 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”).

This policy covers academic and non-academic complaints and appeals, excluding complaints and appeals relating to Academic Progress as this is governed by the Academic Progress Policy and Procedures.

Current and past students may lodge academic or non-academic appeals; prospective students may only lodge non-academic appeals relating to the admissions process.

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 complaints and appeals are resolved in an objective, equitable and timely manner.

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

In the first instance, students are encouraged to raise their complaint directly with the person concerned. If the matter is not resolved by informal discussion the student may pursue the matter through the formal appeals steps outlined in the [Academic and Non-Academic Complaints and Appeals Procedure](#).

The principles of this policy are:

1. All students will be advised during orientation of complaint and appeals policies and procedures and student support services.
2. All student complaints and appeals will be handled in a serious, sensitive, and timely manner and discussed only with those persons relevant to the case.
3. Student complaints and appeals processes will be kept as informal as possible, based on principles of mediation and negotiation.
4. Students can lodge a complaint or appeal with Monash College at no cost.
5. Students who lodge a complaint or appeal in accordance with this policy or appeal in accordance with this policy will not be subject to negative treatment or penalised because of the complaint or appeal.
6. Staff involved in resolving student complaints 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.
7. No action will be taken or suggested to a student without consultation with the relevant staff member.
8. Outcomes or decisions made to resolve or respond to a complaint 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 the Monash College website.
10. The Director, Monash College Diplomas, Director Monash Professional Pathways and the Director English and Foundation 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 complaint or appeal.

Records Management

The Appeals Officer(s) will keep 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 Academic and Non-Academic Complaints and Appeals Policy is a Level 2 Management Policy and the latest approved version will be stored from the Policy Bank on the Monash College intranet. The policy owner will maintain a record of issues relevant to the Academic and Non-Academic Complaints and Appeals Policy for consideration at the time of review.

Legislation and Standards

[National Code of Practice for Registration Authorities and providers of Education and Training to Overseas Students 2018: Standard 10 - Complaints and Appeals](#)

Reference Policies and Supporting Documentation	<u>Academic Progress Policy Monash College Diplomas (MCD)</u> <u>Academic Progress Procedure Monash College Diplomas (MCD)</u> Academic Progress Policy Monash University Foundation Year (MUFY) Academic Progress Procedure Monash University Foundation Year (MUFY) Student Progress Policy Monash University English Language Centre (MUELC) Student Progress Procedure Monash University English Language Centre (MUELC)
Responsibility for Implementation	Director, Monash College Diplomas Director, Monash Professional Pathways Director, English and Foundation Year Appeals Officer(s)
Status	Revised

Key Stakeholders	<p>Monash College Senior Leadership Team Appeals Officer(s) Manager Student Administration Support Staff including Student Engagement Coordinators, Guardians and Learning Consultants Current Students Past Students Prospective Students</p>
Approval Body	<p>Monash College Senior Leadership Team</p> <p>Meeting date: 28/01/2016</p>
Date Effective	28/01/2016
Next Review Date	28/01/2019
Policy Owner Job Title Division	<p>Associate Director Governance Governance</p>
Policy Author	Associate Director Governance
Contact	<p>Monash College Appeals Officer Monash College CRICOS provider 01857J</p> <p>StudentAppeals@monashcollege.edu.au</p>
Policy Level	Level 2

Definitions

Complaint	An informal expression of dissatisfaction typically raised with a staff member (or their manager).
Appeal	A formal expression of dissatisfaction made by submitting a written notice to the Monash College appeals email account from a MCD, MUELC, MPP or MUFY student following an unresolved complaint lodged according to the Student Academic and Non Academic Complaints and Appeals Procedure.
Appeals Officer/s	A Monash College employee(s) vested with the responsibility to accept the lodgement of an Appeal, on behalf of the organisation.
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.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under section 10 of the ESOS Act.
ESOS Act	<u>Education Services for Overseas Students Act 2000</u> .

Implementation plan

Update Policy Bank	Upload approved policy to the Policy Bank on the Monash College intranet and Monash College website.
Notify key stakeholders	Provide final version of the policy and procedure.
Communicate to staff	<p>This policy will be communicated to staff through the Monash College intranet site and the Monash College website.</p> <p>Make available to MCD, MUELC, MPP and MUFY for publication on their website pages.</p>

Consult with the communications team to confirm other mediums by which to inform students and staff.

Change history

Version number	Approval date	Approved by	Brief outline of changes
2.0		MC Senior Leadership Team	<ul style="list-style-type: none"> • Language modified to ensure the Policy is more easily understood. • Inclusion - Referencing Standard 8 (Complaints and Appeals) National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. Removal – Policy does not apply to students enrolled with other providers. • Addition of “no cost” to students who lodge a complaint or appeal. • Change of the word Grievance to Appeals. • Addition of two Appeals Officers rather than one Officer and one Assistant. • Communicate through Monash College intranet and website – remove reference to other providers. • Several additions to “Definitions”. • Addition of MPP
2.1	11.12.2019	Director, Governance	Legislation update