

## PURPOSE

The 'Academic Appeals' policy is designed to provide a transparent framework for handling disputes relating to academic decisions for students enrolled courses offered by Health Industry Training.

## POLICY

It is the policy of Health Industry Training that all students dissatisfied with the result of assessment items, academic decisions and performance of conduct of trainers and assessors have the right to appeal against those specific decisions.

## OVERVIEW

Health Industry Training is committed to providing an effective, efficient, timely, fair and confidential academic grievance handling procedure for all students. We ensure the principles of natural justice and procedural fairness are adopted. 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. Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

## FORMAL GRIEVANCE PROCEDURE

General principles applying to all stages of this grievance procedure which will be adhered to by Health Industry Training, are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored at the Office of the Executive Director.

- A Complainant shall have access to this grievance procedure at no cost.

### Stage One

Formal grievances should be submitted in writing to the Executive Director.

The responsible officer(s), the Executive Director, within Health Industry Training will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 14 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 Executive Director.

The Complainant's appeal will be determined by a dedicated complaints committee established for the specific purpose of determining the appeal – which will include: Executive Director; a GP Links Wide Bay Board member; and an independent Chair (the Reviewer).

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 10 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 appointed for this purpose by Health Industry Training. In the first instance a student should contact the Executive Director.

The process used will be that of an external body with power to make a binding determination on both parties.

The details for the external body and contact person are:

Dispute Resolution Branch

Department of Justice and Attorney-General

Phone: 1800 017 288

Email: [mailbox@justice.qld.gov.au](mailto:mailbox@justice.qld.gov.au)

Website: <http://www.justice.qld.gov.au/justice-services/dispute-resolution/mediation>

Health Industry Training will give due consideration to any recommendations arising from the external review within 5 days.