

This document is designed to support ACBT Staff in the administration of student grievances.

ACBT Grievance Resolution System

ACBT offers students an internal 3-stage grievance resolution process that is free, transparent and supportive.

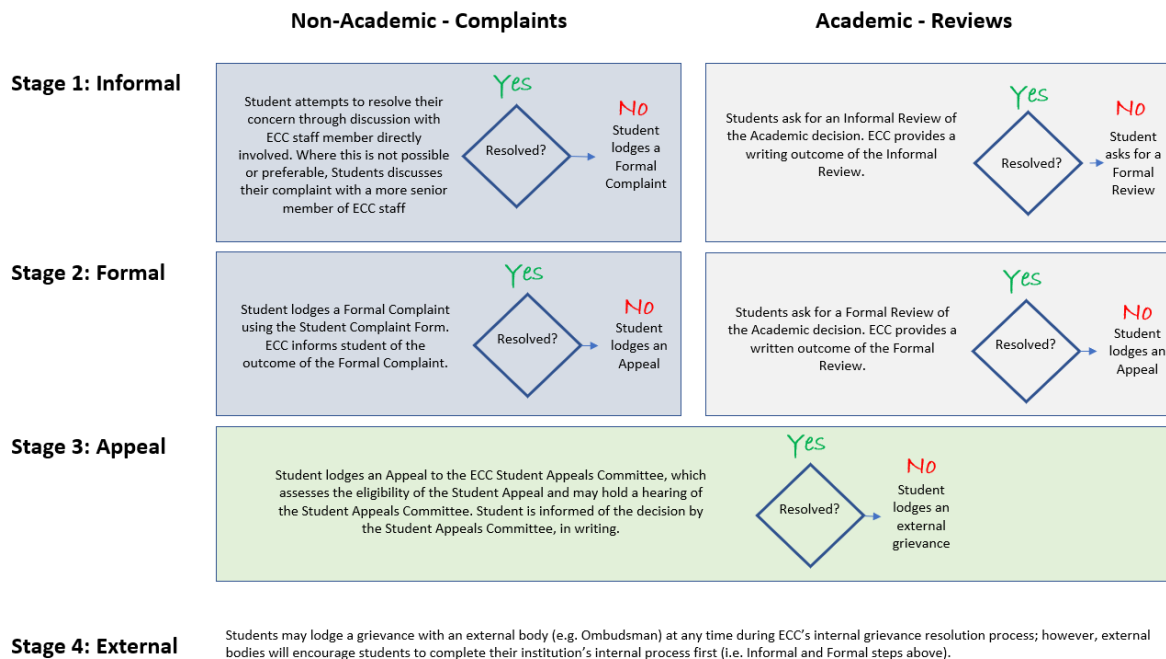
Academic or Non-Academic?

ACBT has different systems for lower-level grievance resolution of Academic and non-Academic matters. An Academic decision is one related to the student’s study, or to a decision made under a policy owned by the Academic Director or Director of Studies. The only exception to this is the *Attendance Policy*, which has been re-classified as a non-academic policy because it is only to do with compliance with the *ESOS Act*.

Policies and Procedures that are classified as Academic include:

- *Academic Integrity Policy + Academic Misconduct Procedures*
- *Academic Progression Policy + Academic Progression Procedures*
- *Admissions Policy*
- *Assessment Policy + Assessment, Moderation and Examination Procedures*
- *Credit and Recognition of Prior Learning (RPL) Policy + Credit and Recognition of Prior Learning (RPL) Procedures*
- *Enrolment Policy + Enrolment Procedures*

Generally, the process looks like this:



IMPORTANT NOTE: Not all Policies / Procedures allow student access to all 3 stages – it depends upon the Policy / Procedure content. See next page.

Levels of Grievance Resolution available to students, by policy

The tables below summarise the levels of grievance resolution available to students in commonly-used policies. Although some information is provided here about what a student can complain about / ask for a review over, *it is best to refer the student to the policies/procedures themselves.*

For all issues except for those covered by the policies listed below, students have access to all 3 of the grievance resolution process (i.e. Informal Complaint, Formal Complaint and Student Appeal).

ACADEMIC POLICIES	INFORMAL REVIEW	FORMAL REVIEW	STUDENT APPEAL
Admissions Policy <ul style="list-style-type: none"> Admission Status 	AM	DMA/ AP	X
Credit and Recognition of Prior Learning (RPL) <ul style="list-style-type: none"> Credit awarded 	X	AD/ AP	X
Enrolment Policy 4.4 – Enrolment Status; 4.35(a) or (g) – Refusal of Enrolment; 4.38 – Suspension or Cancellation of Enrolment due to not meeting Inherent Requirements; 4.39 - Suspension or Cancellation of Enrolment due to Fitness to Study; 4.40 - Suspension or Cancellation of Enrolment due to Student Misconduct; and 4.73 – Denied application to Transfer Provider.	X	X	✓
Assessment Policy <ul style="list-style-type: none"> Grade / Result for Assessment or Examination Grade / Result for Unit Declined Deferred Examination 	Lecturer	APC	✓
Academic Integrity Policy <ul style="list-style-type: none"> a finding of Academic Breach or Academic Misconduct, the Outcome imposed or both finding and Outcome 	X	X	✓
Academic Progression Policy <ul style="list-style-type: none"> Academic Progression Status Refer student to grounds for Formal Review outlined in the Academic Progression Procedures 	X	AD/ AP	✓

NON-ACADEMIC POLICIES	INFORMAL COMPLAINT	FORMAL COMPLAINT	STUDENT APPEAL
Fitness to Study Policy <ul style="list-style-type: none"> No Appeal – CDP decision is final; however, the process involves several stages of consultation with student 	X	X	X
Student Conduct Policy <ul style="list-style-type: none"> A finding of Student Misconduct, an Outcome imposed, or both 	X	X	✓
Attendance Policy <ul style="list-style-type: none"> To be eligible to lodge a Student Appeal under the <i>Attendance Policy</i>, the student’s attendance must be at least 70%. 	X	X	✓

STUDENT APPEALS

Grounds for a Student Appeal

Refer the Student to the *Student Appeals Policy* and *Student Appeals Procedures* so they can determine whether they have grounds for a Student Appeal.

One important eligibility requirement is that the student needs to provide new evidence or information that wasn't available in previous stages of grievance resolution (e.g. Informal and Formal stages, if those stages were permitted under the relevant policy) OR at the time the original decision by ACBT (that they are now appealing) was made.

Seeking support

The Student Appeals process contains safeguards for students, including the support of the Student Counsellor in preparing their submission, if they wish.

Submitting a Student Appeal

Students should be reminded of the documentation required for a Student Appeal. Students should be referred to the current *Student Appeals Policy* and *Student Appeals Procedures*.

At the time these Guidelines were produced, the information in the *Student Appeals Procedures* regarding submission was as follows:

4.13	Students must submit their Student Appeal in writing on a completed Student Appeal Form and must: <ul style="list-style-type: none">a) clearly explain the decision being Appealed; andb) clearly explain the grounds of Appeal by either explaining:<ul style="list-style-type: none">i. how the decision (or the process to reach that decision) does not comply with the relevant College Policy and/or Procedure or why the Student believes the Policy and/or Procedure was applied to them unfairly; and/orii. the new evidence now available and how this impacts the decision (this includes Extenuating Circumstances that the decision-maker was not made aware of at the time the decision was made and how these circumstances could have affected the decision); andc) attach copies of all supporting evidence including any new evidence and explain how this evidence supports their ground(s) of Appeal. Each item of evidence must be listed on the application form and be attached with a matching file name. Where extenuating Circumstances causing late submission of the Student Appeal are claimed, the Student must also attach evidence of the extenuating circumstances.
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ACBT Grievance Resolution Guidelines

TIMEFRAMES: REVIEWS, COMPLAINTS AND APPEALS

ACADEMIC POLICY / PROCEDURES

Informal Review	
Student asks for an Informal Review, preferably in writing (e.g. email).	Students must request an Informal Review from their Lecturer/Teacher within 7 Calendar Days of written communication of decision (e.g. results release date).
Lecturer/Teacher communicates their decision following the Informal Review to the student, in writing.	Within 7 Calendar Days of the Lecturer/Teacher's receipt of Informal Review request from student

Formal Review		
Student must lodge/submit a request for a Formal Review, using the Formal Review Form.	<i>Admissions Policy Assessment, Moderation and Examination Procedures Academic Progression Procedures</i>	Student must submit a Formal Review request within 30 Calendar Days from written notification by ACBT of the academic decision (e.g. results release, email outlining Admissions status, email alerting student to Academic Progression Status).
	<i>Credit and RPL Procedures</i>	Student must submit Formal Review request within 14 Calendar Days of written notification by ACBT of Credit awarded through RPL.
A request that does not use the Prescribed Process, is incomplete or inadequate, does not provide relevant evidence, or seeks an outcome that is not permissible under these Procedures, will be returned to the Student, providing reasons for the rejection and notifying the Student that they may resubmit the request within a further seven (7) Calendar Days.		Student needs to re-submit Formal Review request within 7 Calendar Days from the written notification to the student that the student needs to re-submit the Formal Review request.
The decision on the Formal Review and the reasons for the decision will be communicated to student, in writing.		Within 14 Calendar Days from the receipt/lodgement of the Formal Review request.

NON-ACADEMIC POLICY / PROCEDURES

Formal Complaint	
SAS acknowledges receipt/lodgement of Formal Complaint, in writing.	Within 5 Calendar Days of the receipt/lodgement of the Formal Complaint.
ACBT's decision on the Formal Complaint and the reasons for that decision are communicated to the student, in writing.	Within 30 Calendar Days of the receipt/lodgement of the Formal Complaint.

STUDENT APPEALS

Student Appeal	
Student must submit/lodge Student Appeal	<p>Within 10 Calendar Days of written notification of ACBT decision that they wish to appeal.</p> <p>If the Policy/Procedures allow for a Formal Complaint or Formal Review stage, the Student Appeal Form must be submitted within 10 Calendar Days of written notification by ACBT of the outcome of the Formal stage.</p>
SAS acknowledges, in writing, receipt of Student Appeal Form.	SAS acknowledges receipt of Student Appeal Form within 5 Calendar days of the receipt/lodgement of the Student Appeal Form.
<p>An application for a Student Appeal that is not made using the Prescribed Process, or that the Examinations Manager decides (in their absolute discretion) is incomplete or manifestly inadequate, will be returned to the Student within seven (7) Calendar Days, together with a written explanation of the inadequacy.</p> <p>The Student may then within a further seven (7) Calendar Days re-submit their Student Appeal in accordance with the Prescribed Process.</p>	<p>Student notified within 7 Calendar Days of receipt/lodgement of Student Appeal that the Student Appeal Form must be re-submitted.</p> <p>Student must re-submit their Student Appeal Form within 7 Calendar Days of written notification by the Examinations Manager that the form must be re-submitted.</p>
Student Appeal Committee holds a hearing	Hearing must be held within 21 Calendar Days of the student's submission/lodgement of their Student Appeal Form.
Student is notified of Appeal hearing date and their right to bring a support person.	Student is notified of Appeal hearing at a minimum of 5 Calendar Days before the Student Appeal hearing.
Student Appeals Committee notifies the student of its decision and the reasons for that decision, in writing.	Student is notified in writing within 7 Calendar Days of Student Appeal hearing.