

Grievance Policy - Domestic Students - HE

Policy Code: STU-022

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Purpose

This Policy pertains to the management of higher education applicant and student grievances by providing guidance to the procedure to be followed and ensuring that the concern raised is addressed using the appropriate channels to facilitate an equitable, confidential and prompt resolution. This Policy is freely available to higher education students or persons seeking to enrol in a higher education course of study via the College's website, regardless of the location of campus at which the grievance has arisen, the student's place of study or the delivery mode.

Definition of "College" – *In the higher education sector, the Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, and Wellnation. For the purpose of this Policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names.*

Scope

- All campuses (including online)
- All higher education courses
- All higher education domestic students
- All prospective higher education students (up to 6 months from issue arising – non-academic matters only)
- All former higher education domestic students of the College (up to 12 months after enrolment has ceased)

Policy Statement

The College is committed to providing high quality educational programs and excellent graduates who will practice as leaders in their chosen field. The College recognises the importance of effective communication as essential to resolving any concerns, and this Policy is fundamental to the resolution of grievances and the reconciliation of Claimants with the College.

The College considers it important to be made aware of all appeals and grievances from members of the College community. The College aims to respond to appeals and grievances in a fair and equitable manner and to resolve the grievance to the satisfaction of all parties. This Policy is in place to deal with both academic and non-academic appeals and grievances and to guide the actions taken by all parties.

This Policy and related Grievance Procedure will be published on the College's higher education website for the information of current and prospective higher education students, academics, and general staff.

The Director, Student Services and Retention and the Director of Education are responsible for the training of academic and support staff in the application of the Policy.

Record Keeping and Confidentiality

Records of grievances and their outcomes will be kept strictly confidential and filed in a separate file (not student or staff files). All related correspondence, both inwards and outwards, will be maintained and stored by the Director, Student Services and Retention (Non-academic grievance) or the Director of Education (Academic grievance) in a confidential student file. Each file is to be held by the College for a minimum period of five years after the Claimant's final dealings with the College on the grievance. The minimum five year retention provision also applies where the grievance is dealt with externally, with the retention period commencing at the conclusion of the external reviewer's involvement with the grievance. Informal grievance records will be destroyed when mutual resolution is agreed.

All documentation relating to grievances will be kept confidential and shall be disclosed only to those persons who have a right to the information by virtue of their role in the complaints process, or as required by law.

Academic and Non-academic Matters

Academic matters relate to student academic progress, curriculum, quality of course delivery, academic achievement in a course and awards in a course.

Non-academic matters do NOT relate to student progress, curriculum and award in a course(s).

This Policy also extends to grievances about breaches of personal information by the College relating to information obtained by the College for the purposes of FEE-HELP assistance and repayment of HELP loans. Non-academic matters may include, but are not limited to operational and administrative issues.

Information on academic appeals, including assessment and grade appeals, is contained in the [Assessment Policy - Higher Education](#).

Information on Student Sexual Harassment / Bullying / Discrimination is contained in the [Student Equal Opportunity and Fair Treatment Policy - Higher Education](#).

Examples of both academic and non-academic matters are listed in the table below.

Academic	Non-academic
Exclusion from study or continual enrolment	Management of and breach of personal information
Results of credit transfer or RPL applications	Concerns about campus services or facilities, health and safety management, library, building access, and support services
Findings of allegations of academic student misconduct (e.g.: plagiarism or cheating)	A non-academic concern about a decision, action of behaviour that results in a claim that a student has sustained non-academic disadvantage in the course and the ability to graduate
Quality of course delivery	Negative admissions decisions based on non-academic concerns
Negative admissions decisions based on academic concerns	

Assurances

Students have the right to provide feedback and raise a grievance about College services and processes. Grievance applications made to the College are considered with courtesy, with due regard to confidentiality, and without fear of prejudicial treatment. All students are afforded procedural fairness and an opportunity to present their grievances and the right to have it considered by an un-biased decision maker.

During all stages of the grievance process, the College will take all steps necessary to ensure that the Claimant and Respondent will not suffer any disadvantage, victimisation or discrimination as a result of raising a grievance.

An explanation in writing for decisions and actions taken at any stage of the process will be provided if requested by the Claimant or the Respondent.

Appropriate confidentiality will be maintained, and where possible, disclosure of grievance information will be limited to those who are legitimately involved in the process of resolving the grievance.

Negotiated solutions will aim to address the key issues and be acceptable to all individuals or parties involved without ascribing blame, victimisation or discrimination.

There is no assurance that all grievances may be resolved to the satisfaction of the student, particularly if they are related to the availability of resources for example, the timing and location of class schedules or availability or access to services outside of College standard operating hours.

This Policy does not replace or modify policies or any other responsibilities that may arise under other College policies or under statute or natural justice. Neither this Policy nor the availability of grievance and appeals processes remove the right of the student to take action under Australia's consumer protection laws or the right to pursue other legal courses of action.

Feedback

Feedback from students or potential students about academic services and courses offered by the College is encouraged and would not normally be viewed as a grievance, unless specific action is requested in the form of a concern raised. The forum for such feedback is to approach a member of Student Services staff, to use regular students feedback surveys such as the academic student feedback via the LMS administered for every subject at the end of each semester, the department specific student feedback forms via the student portal and via the Quality Feedback Monitor available on the Student Portal for students or via direct email for potential students to qualityfeedbackmonitor@endeavour.edu.au. All feedback submitted via the Quality Feedback Monitor will be responded to within seven (7) working days. However, in some cases, students or potential students may feel that they have experienced unfair or unreasonable treatment, disadvantage or distress that they wish to pursue through a more formal process. Feedback submitted via the Quality Feedback Monitor can be considered Stage 1 of the grievance process, known as the Informal Resolution Process (see below).

If the grievance is not resolved through informal procedures, Claimants may initiate a Formal Grievance Process. There is no cost to the Claimant for utilising the College grievance procedure.

Prospective and Former Students

This Policy and related procedure also cover prospective higher education students of the College who have a grievance with such non-academic matters as the enrolment process, or higher education students who have ceased their enrolment with the College. Issues from prospective students can be considered under this Policy up to six (6) months from the time of the issue arising. Issues from former students can be considered under this Policy for a period of up to 12 months after their enrolment has ceased. A grievance submitted under these circumstances must not be a previous grievance that has been considered resolved, but a new grievance with new facts that may have recently come to light. A previous grievance cannot be re-instigated after the student's enrolment with the College has ceased or after the prospective student's grievance has been resolved.

Stages of Grievance Implementation

The following steps identify the four key stages through which a grievance may be processed.

The College provides the following steps to allow the grievance to be formalised. The Claimant's privacy rights will be assured whilst also ensuring that victimisation and discrimination does not occur at any time during the following stages.

The Claimant has the right to be heard on the matter of the grievance at any stage and may be accompanied by their nominated support person or third party when meeting with the College to discuss their particular concern. Grievances will be resolved as soon as possible with due regard to the legislative standards which includes the process to commence within 10 working days of the grievance being lodged, be at no direct cost to the student and to be finalised as soon as is practicable. If the College considers more than 20 working days is required to process and finalise a grievance at any stage of the process, the complainant will be informed in writing as to the reasons behind this decision. The timeframe for grievance processing will start again when a new stage of the process begins.

The following principles will apply to all grievances, complaints and appeals managed by the College, either informally or formally.

As a general principle staff and students are mutually responsible for resolving problems quickly through discussion and / or writing at the local level, limiting the number of people involved to a minimum, for the purposes of avoiding an escalation of the problem in scope and impact.

In resolving problems, interactions amongst students and staff, are to be based on mutual respect, fairness and fulfilment of their obligations as specified in the [Student Code of Conduct - Higher Education](#). Students should consider the issue calmly and present their complaint in a measured and courteous manner upon which the College can reflect, identify how it may improve its performance and respond in a respectful way. Students who use aggressive, malicious or defamatory language in making complaints to or about staff or other students may not facilitate resolution of their concern.

Grievance and complaints-handling processes assume the parties involved act in genuine good faith with a view to resolution.

Principles

1. Availability

This Policy is freely available to all students. All students are entitled to access the complaints and appeals procedures set out in this Policy regardless of the campus at which the grievance or complaint has arisen.

For the student's complaint to be considered and properly or fully investigated, the student must maintain an active enrolment status with the College while the internal complaint handling process is ongoing or meet the prospective higher education students and former higher education domestic students timeframes as outlined in the Policy's [scope](#).

2. Cost

All internal stages of the Student Complaints and Appeals Process shall be free of charge to the student. Students choosing to access an external review agency (refer Stage 4), may have to pay a service fee. The service fee is refunded to the student by the College if the external review agency decides in favour of the student.

3. Advocacy and Support for Students

Any person involved in this process who is disadvantaged in any way in the ability to present his / her case should be allowed the support and advice needed to participate effectively. While a conciliatory approach is preferred and encouraged under these procedures, it may be appropriate in some circumstances, that the student or staff member has another person speak on his or her behalf.

Students may be accompanied by their nominated support person or third party when meeting with the College to discuss their particular concern. This person should not be a lawyer. The Student Assistance Program (SAP) is also available to the student on 1800 33 62 07 (24/7). This is a free confidential counselling student assistance program provided by an independent third party available to students.

4. Timeliness

All grievances, complaints and appeals should be resolved as quickly as possible. Timeframes prescribed in these procedures should be followed, unless there are exceptional circumstances. If the timeframes are to be exceeded, the student must always be informed of the length of, and the reason for the delay.

5. Appropriate Confidentiality

All grievances, complaints and appeals must be treated with appropriate confidentiality at all phases in the procedures. Access to information must be strictly limited to those staff members who have a 'need to know' in order to deal with the grievance, complaint and /or appeal.

6. Without Disadvantage

If a student lodges a grievance, a complaint or an appeal under this Policy and its procedures, they should feel confident they will not be disadvantaged, in any way especially by way of subsequent victimisation, and / or discrimination.

7. Procedural Fairness

Procedural fairness, also referred to as natural justice, is concerned with the procedures used by the Responsible Officer or decision-maker, rather than the decision reached. It requires a fair and transparent procedure be used when making a decision. All parties involved in a grievance, a complaint or an appeal must be given the right to be heard; the right to be treated without bias; and for a decision that is based on evidence.

In practice, procedural fairness involves:

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- ensuring that there is proper investigation of the facts and information available;
- informing relevant parties of any allegations made against them, as appropriate;
- ensuring that all parties are informed of the procedures under which the grievance, complaint or appeal are being handled and are given a copy of the relevant policy and guidelines;
- ensuring that all parties are heard and those who have had complaints made against them are given an opportunity to respond;
- ensuring that all relevant submissions and any mitigating factors are given due and proper consideration before any conclusions are reached or any action is taken;
- advising all parties that if the grievance or complaint is of such a serious nature that disciplinary action may result, then the facts revealed during an investigation into the grievance or complaint may be used in any subsequent disciplinary proceedings;
- ensuring impartiality on the part of the investigator and/or decision maker, which means the investigator/decision maker, must exclude themselves if there is any bias or conflict of interest.

8. Access to an Independent Third Party

On any occasion when the grievance, complaint or appeal is to be discussed, the student may choose to be accompanied by a support person or access an independent third party. A support person should not be lawyer.

9. Complaints Involving Allegations Concerning a Staff Member

Where a student complaint includes allegations concerning the conduct of a staff member, and the substance of those allegations may include allegations of bullying, harassment and discrimination by a staff member and as defined in the [Student Equal Opportunity and Fair Treatment Policy - Higher Education](#), the allegation shall be managed in accordance with the provisions in the related agreement.

10. Anonymous Complaints

It is recognized in some instances students may choose to make a complaint anonymously. While the College treats complaints reported anonymously seriously, it may be unable to either properly or fully investigate such a complaint or provide a decision to take action to resolve the complaint when the source of the complaint is unknown. The person lodging the complaint will need to provide their name as the College is unable to take action on anonymous complaints. All matters are treated with the appropriate confidentiality.

11. Age of Complaint

All complaints will be investigated within the stipulated timeframes for:

- All prospective higher education students (up to 6 months from issue arising – non-academic matters only);
- All current higher education students (up to 12 months from the issue arising for non –academic and academic matters);
- All former higher education domestic students of the College (up to 12 months after enrolment has ceased).

12. Frivolous, Malicious or Vexatious Complaints

The College may decline to take action in respect of a complaint that is assessed as frivolous, malicious or vexatious. A complaint is frivolous, malicious or vexatious where the complaint is:

- without merit or without reasonable cause; or
- dishonest or contains intentionally misleading information; or
- the substance of the complaint has already been considered by the College and satisfactory measures have been taken to resolve the matter; or
- pursued with undue persistence while a resolution is in process; or
- pursued with undue persistence after resolution; or
- pursued in a manner that threatens, menaces or harasses a member of College staff, multiple departments or fellow student;

Complainants who engage in unreasonable behaviour in respect of making complaints may be dealt with in accordance with the College's [Student Misconduct Policy - Higher Education](#).

13. Withdrawal of a Complaint

A request by a student to withdraw a complaint may be made in writing at any time during the complaints process to the relevant College staff member. Notwithstanding this, the College reserves the right to continue to investigate a complaint if required to do so to satisfy other investigation requirements or protect its own interests.

If a complaint or grievance is withdrawn in writing during the course of the grievance resolution or review process, this matter cannot be raised again unless it involves new major information or a separate incident.

14. Outcomes of a Complaint

In making a complaint a student requests a review (among other matters) of their treatment by the College, the quality or delivery of a service provided by the College or the conduct of College staff or students for the purpose of:

- receiving an apology;
- correcting an error in relation to the student or the student's record;
- having a decision made; and / or
- improving existing services and processes.

If a grievance has been fully investigated and a resolution reached, the matter cannot be raised again unless it involves new major information or a separate incident.

The four stages of the Grievance Process are fully detailed in the related Grievance Procedure.

Stage 1 - Informal Resolution Process

Wherever possible the resolution of student grievances will be handled informally. Claimants are encouraged to attempt to resolve the grievance informally and amicably at an early stage. This can be done through speaking directly and booking a meeting with a member of student support or academic staff, or can be systematised and lodged via the Quality Feedback Monitor (QFM) via the feedback options in the Student Portal.

The Quality Feedback Monitor offers a range of feedback options including timetables and academic assistance and academic feedback options, in all cases students are encouraged to select the relevant department feedback option and follow this informal resolution process. Students are encouraged to book

an appointment with the Senior Lecturer for all academic feedback. When submitting feedback via the feedback Portal and the QFM, a response will be received within seven (7) working days.

Stage 2 - Formal Resolution Process

The formal grievance procedure begins when a student or potential student states in writing that they have a grievance using the formal grievance paperwork submitted directly to the Director, Student Services and Retention via student administration or via the online form through the Student Portal. Students should use the appropriate Grievance Form available on their College website or the online form via the Student Portal for confidential submission.

It is important to note that formal grievances respect the right and the privacy of the individual, and all formal grievances **must** be lodged individually. Each Claimant's circumstances are different and as such will be reviewed with the best interests of the individual in mind.

The Director, Student Services and Retention will investigate the claim at this stage using all available resources which could include such information as written evidence, staff statements, or any other information deemed relevant to the grievance. For academic grievances, this will include forwarding paperwork directly to the relevant Director of Education / Head of Department / Associate Head of Department for investigation and recommendation. Within 20 working days of receiving the completed formal grievance paperwork, the Director, Student Services and Retention will ensure that the claimant is provided with comprehensive written advice about the decision.

Stage 3 - Appealing the Original Decision

Students have the right to request a review or appeal of a decision, in accordance with this Policy. Such applications to the College are considered with courtesy, with due regard to confidentiality, and without fear of prejudicial treatment. All students are afforded procedural fairness as set out in this Policy, being a fair opportunity to present their case (including to respond to adverse material before the decision-maker) and the right to have a decision made by an unbiased decision-maker.

- Students are required to act responsibly and not seek reviews or lodge appeals for trivial or vexatious reasons.
- Students are expected to provide serious reasons and factual evidence in support of an appeal or request for review.
- A student may seek to review or appeal the decisions where the student considers it was an unreasonable decision.

The College will not set aside a decision simply because the students disagrees with it and appeals on the ground that the student disagrees with the outcome will not be heard.

In applying for the review or appeal of a decision, the students bears the onus of proof and is responsible for establishing that the decision in the first instance was an unreasonable decision, a review will be considered on the following grounds:

- the policies and procedures have not been followed; or
- the process has been incorrectly followed and / or criteria incorrectly applied; or
- new evidence is available that was not available to the original decision maker at the time the grievance was initiated.

The student is required to present their case in writing and provide the Complaints and Review Committee with all information relevant to the decision. The review committee can only base their decision on the material presented to them.

It is the responsibility of the students to identify fully the grounds on which they believe that the decision was an unreasonable decision and provide all relevant evidence from the beginning of the review or appeal process. New grounds for review or appeal or new evidence should not be introduced during the process unless:

- there has been a major change in circumstance since the students initiated the formal grievance;
- the new information or evidence was not reasonably available to the student or the original decision maker at the time the grievance was initiated; and
- the new information or evidence has a material effect on the formal grievance raised.

Where new information or evidence relating to a matter is accepted the review officer or appeal body may refer back to the decisions-maker or person who undertook initial review of the matter.

At this stage, the original decision is reviewed by the Complaints and Decision Review Committee. Students or potential students who are dissatisfied with the outcome of their grievance may lodge an appeal of the decision detailing the reasons for the appeal to the Director, Student Services and Retention within 20 working days of being informed of the decision via email (within 20 working days of the date of the email and / or letter). The Director, Student Services and Retention is responsible for convening the Complaints and Decision Review Committee based on the appeal documentation. The Committee membership includes external members of the College's governing bodies, internal staff and a student representative (see [Academic Governance Framework](#) for full terms of reference and membership). The Committee will meet to consider the appeal and may interview the complainant or other stakeholders in the course of its considerations.

Stage 4 - External Independent Review

Having completed Stages 1 – 3 of the process as outlined above, claimants who wish to lodge an external appeal or complaint against the outcome of the internal appeal process (including the decision of the Complaints and Decision Review Committee) may seek an independent external review of the decision. To progress to Stage 4, the Claimant is required to respond within 10 days of receipt of the final decision to the Director, Student Services and Retention. The Director, Student Services and Retention will notify the student of their right to appeal if they are not satisfied with the outcome and provide details regarding access to an external reviewer. The application to the external reviewer must be lodged within 20 working days of the date of the written notice of the final internal outcome.

The request for external review must be in English. The claimant needs to ensure that this request presents a substantial reason for an external review of the decision, and must include all documents relevant to the case so the external reviewer can obtain a full understanding of the grievance. It is not sufficient for the claimant to simply disagree with the decision and request an external reviewer. *The written request needs to present new or additional information to support their case or to substantiate their argument as to why the original decision of the Complaints Committee or previous Stage 2 and Stage 3 appeal did not comply with the College's Policies, rules or procedures.*

All students have an avenue to appeal to the relevant Commonwealth, State or Territory Ombudsman, about administrative actions or decisions and the related processes, but only after all internal processes for resolution have been followed and concluded.

The student may lodge an external review to:

a. Any Australian Domestic Student

Domestic students can contact the *Australian Competition and Consumer Commission* (ACCC) at www.accc.gov.au.

- Students should refer to the Contact us page on the website for ACCC office locations and direct contact numbers.
- Students should refer to the fees charged information outlined on the website for contacting the 1300 number.

OR

Student Mediation Scheme, Resolution Institute (formerly LEADR) at www.resolution.institute

- The student will need to pay an application fee.
- Students should refer to the fee schedule on the website link provided.

OR

b. FEE-HELP Student: remission of fees only

The Administrative Appeals Tribunal at www.aat.gov.au/

- Students may be required to pay an application fee and should refer to the website provided.

If the complaint is not upheld, the student will be given a written explanation by the external reviewer. It will include the reasons for the decision.

It should be noted that the procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this Policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection Laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

The College has arranged for such an external reviewer to be appointed by the Council for Private Higher Education (COPHE).

On receipt of a written request from a claimant for external review of the decision made in Stage 3, the Director, Student Services and Retention (non-academic) or the Director of Education (academic) will contact the Executive Officer of COPHE who will assist the claimant in making contact with an external reviewer. The claimant has to approve the external reviewer before commencing the process. The contact details of the Executive Officer of COPHE are as follows:

Executive Officer
Council of Private Higher Education Inc.
Suite 612, Level 6
198 Harbour Esplanade
Docklands, VIC 3008
Phone: 03 9642 5212
Email: <https://cophe.edu.au/contact-us/>

COPHE will be provided with copies of the request and other documentation relating to the grievance and will retain them on file for a period of five (5) years. The reviewer facilitated by COPHE will be an appropriately qualified person (such as a retired academic, higher education administrator and / or practitioner) available to carry out this role and be approved by firstly the claimant and the College. All information provided to COPHE and the external reviewer will be treated as confidential. Within 30 working days of receipt of the grievance, the external reviewer will provide to the Director, Student Services and Retention or the Director of Education and to the Claimant the written outcome of the review, together with any recommendations.

Within 20 working days of receiving the external review decision and recommendations, the Director, Student Services and Retention (non-academic) or the Director of Education (academic) will ensure that recommendations arising out of the external review are implemented, give the claimant comprehensive written advice about the outcome, and file all records in confidential storage.

If the claimant is not satisfied with a decision of the external reviewer that has implications for a FEE-HELP debt, the claimant has the right to apply to the Administrative Appeals Tribunal for a review of any decision that has been confirmed, varied or set aside under section 209-5 or 209-10 of the *Higher Education Support Act 2003*. The Director, Student Services and Retention will provide to the claimant the contact details of the closest Administrative Appeals Registry and the approximate costs of lodging an appeal with the Administrative Appeals Tribunal (AAT).

Full details of the application process and fees payable are available on the AAT Registry's website: www.aat.gov.au.

International Students

International students enrolled in a Higher Education course are required to refer to the [Complaints and Appeals Policy – International](#) for further information.

External Independent Review Decision

The College agrees to be bound by the independent external reviewer's recommendations. The Director, Student Services and Retention (non-academic) (or delegated nominee) or the Director of Education (academic) (or delegated nominee) will ensure that any recommendations made are implemented within 30 days of receipt of the external reviewer's report.

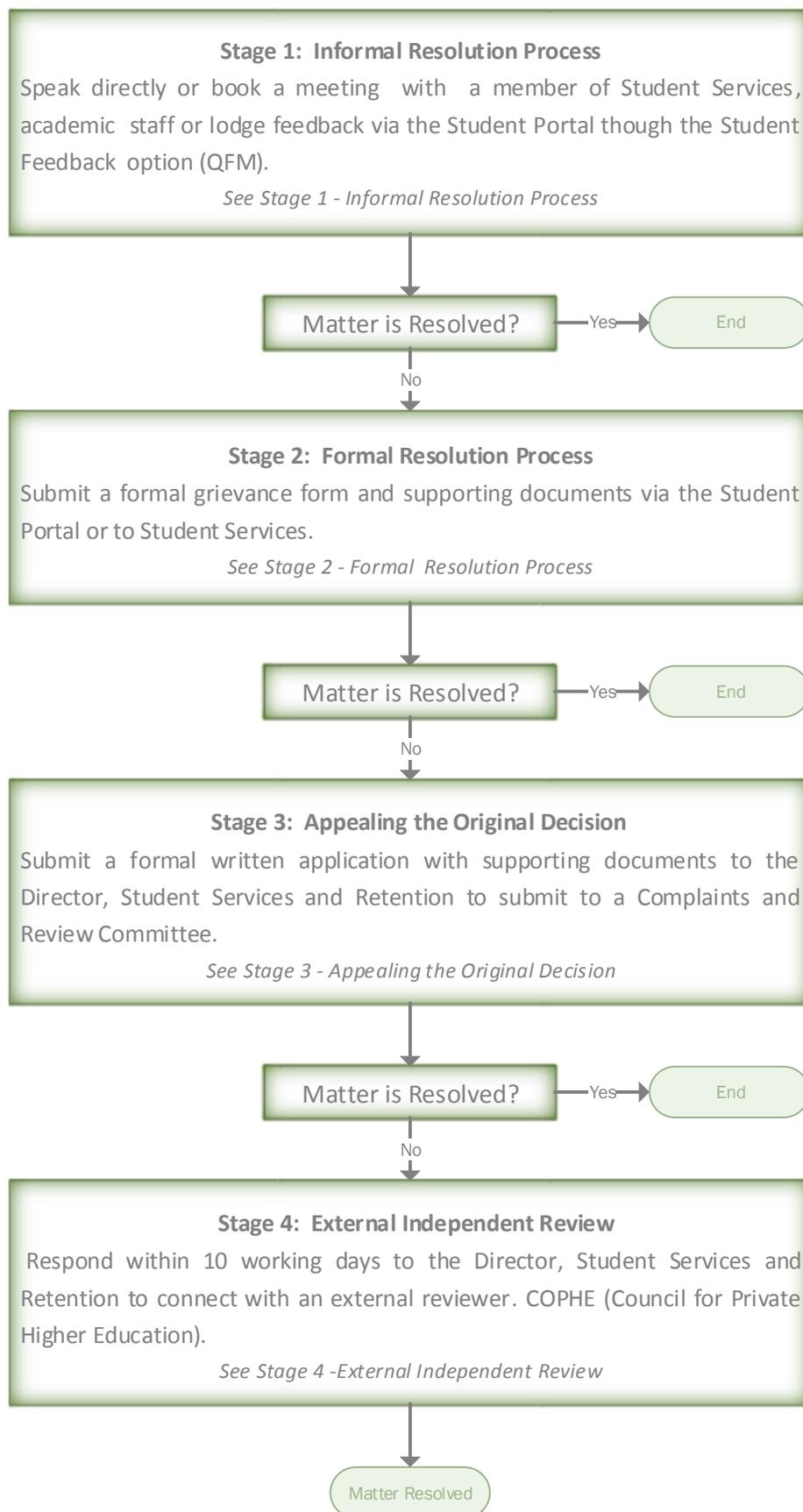
Continuous Improvement

Any improvement action arising from a higher education student grievance or appeal will be recorded in accordance with the College's Continuous Improvement Process.

Diagram 1 - Grievance Process Flowchart - Domestic Higher Education Students

See over page.

Grievance Process Flowchart - Domestic Higher Education Students



Definitions

Academic Grievance - a grievance about student academic progress, assessment, curriculum, the quality of course delivery, academic achievement in a course and awards in a course.

Appeal - An application to a higher authority for a decision to be reversed.

Claimant - refers to the person who formally instigates a grievance, complaint or appeal.

COPHE - Council for Private Higher Education. A peak body representing Australian independent higher education providers.

Complaint - A statement that a situation is unsatisfactory.

Formal Grievance - refers to the formal lodging of a written grievance, complaint or appeal.

Grievance - An official statement of a complaint over something believed to be wrong, which has resulted in what is believed to be by the Claimant, unfair treatment.

Informal Grievance - refers to a range of processes, such as discussion, a request or query lodged with an appropriate staff member.

Natural Justice - Natural justice refers to a due process that displays fairness to all parties. It includes the right to be heard, the right of reply, the right to be treated fairly and the right to be informed of allegation(s) being made.

Non-academic Grievance - a grievance about operational or administrative matters within the College, unfair treatment, abusive behaviours, concerns about facilities, environment and safety.

Respondent - refers to the person or institution against whom the grievance is lodged.

Student - is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Support Person - the student is entitled to be supported by another person, being willing to support, whom the student appoints to assist at any stage of the process.

Unfair Treatment - any treatment that the Claimant feels has been biased against them and has resulted in an outcome that would otherwise have been different, had the treatment been 'fair'. This usually means the Claimant feels discriminated against in some way.

Working Day - a weekday (Monday to Friday) on which the College is open for business. This does not include national public holidays or College shutdown periods (e.g.: Christmas holidays) as noted on the Student Calendar.

Related Procedures

[Academic Integrity and Student Misconduct Procedure](#)

[Grievance Procedure](#)

Further Information

Related Policies

[Assessment Policy - Higher Education](#)

[Privacy Policy](#)

[Student Code of Conduct - Higher Education](#)

[Student Equal Opportunity and Fair Treatment Policy - Higher Education](#)

[Student Misconduct Policy - Higher Education](#)

Related Documents

[Academic Governance Framework](#)

[Formal Grievance Form - Higher Education](#)

Guidelines

[Higher Education Provider Guidelines 2012](#)

Benchmarking

Australasian College of Natural Therapies (ACNT)

Griffith University

Australian Catholic University (ACU)

Supporting Research and Analysis

Not applicable

Related Legislation

[Higher Education Support Act 2003](#)

[Higher Education Support \(Transitional Provisions and Consequential Amendments\) Act 2003](#)

Review and Approval

Policy Author

National HE Compliance Manager

Policy Owner

Director, Student Services & Retention

Contact

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Recommending Body

Academic Board

Meeting date: 4 October 2018

Approval Body

College Council

Meeting date: 19 October 2018

Policy Status

Revised

Responsibilities for Implementation

- Director of Education
- Director, Student Services and Retention
- National Compliance Manager
- Complaints and Decision Review Committee

Key Stakeholders

- Director of Education
- Director, Student Services and Retention
- Heads of Department / Associate Heads of Department
- Student Advisers, Student Services
- Students