

Student Academic Grievance Policy

1. PURPOSE/OBJECTIVE

NIC believes complaints should be resolved, wherever possible and appropriate, at the local level with a minimum of formal procedures. An informal process, involving discussion between a student and the Student Services Manager or nominee, will be conducted in each case to try to resolve the issue prior to a formal appeal being lodged.

2. APPLICATION

All NIC students.

3. POLICY STATEMENT

Students who feel they have been unfairly dealt with in relation to an academic matter which relates to student progress, assessment, curriculum and awards in a course of study, should write to the College Director and Principal at NIC outlining the exact reasons for concern, making a note of any instances and when they occurred. Such complaints and appeals will be directed initially to the Student Services Manager or nominee.

In cases of an **appeal against intended exclusion from a course**, where NIC's intervention strategy has been provided to assist the student in their conditional enrolments over past semesters, students need to provide additional information, details of any extenuating circumstances and supporting documentation such as medical certificates, death certificates etc. to assist in the consideration of the appeal.

NIC will maintain the student's enrolment, and for an overseas student NIC will not notify Department of Immigration and Border Protection (DIBP) of any change to their enrolment status through PRISMS, but students will not be permitted to select units or attend classes while the Academic Grievance Procedures are ongoing. In the event of such an appeal being successful NIC will provide learning opportunities to allow the student to catch up on missed work.

Procedure

The following grievance procedure will be used in dealing with complaints and appeals made by students relating to academic matters. Reasons and a full explanation will be given to the complainant and/or respondent, in writing, for decisions and actions taken as part of the procedures. The student will not be victimised or discriminated against at any stage of this procedure. The student may be assisted and, where appropriate accompanied, by a third party (such as a family member, friend, counsellor or other professional support person) if desired throughout each stage of the procedure:

- (a) The Student Services Manager or nominee will consider the written complaint or appeal within 5 working days of its receipt. He/she will review the academic decision and consider a range of options for solution of the dispute.
- (b) If the matter is not resolved in favour of the student, the complaint or appeal will be referred to the College Director and Principal within 5 working days of the Student Services Manager's decision. The College Director and Principal will review the academic decision and consider a range of options for solution of the dispute.
- (c) If the matter is not resolved in favour of the student, the student will be advised in writing that the original decision stands. The student then has the option of appealing

through NIC's independent grievance handling/dispute resolution process within 10 working days of the College Director and Principal's decision.

External Appeals

Where the complainant is dissatisfied with the outcome of a formal appeal to NIC they may seek an external appeal through the Overseas Students Ombudsman. The purpose of the external appeal process will be to consider whether the College has followed its policies and procedures. The external appeal will not make a decision in place of the College.

The Overseas Students Ombudsman can investigate complaints about action taken by private providers in connection with overseas students.

If student's wish to lodge an external appeal or complain about this decision, they can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. Contact details can be found at: the Overseas Ombudsman's website www.oso.gov.au or phone 1300 362 072 for more information.

Appeals must be lodged with the Overseas Ombudsman within 10 working days of the date of the outcome of an appeal to the College's Appeals and Complaints Committee.

NIC will deal with reported complaints and appeals as expeditiously as the circumstances of the complaint or appeal allow. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law and do not circumscribe a student's rights to pursue other legal remedies.

Records of all grievances and their outcomes will be kept strictly confidential for a period of 5 years and the student will be allowed supervised access to these records through the College Director and Principal. Such records will be kept in a secure section of the student's file.

This procedure has been communicated to all NIC staff, the Student Services Manager is responsible for training academic staff in the application of this procedure and the Department managers are responsible for training support staff in its application. This policy is published on <http://www.nic.nsw.edu.au/policies>. All students are made aware of the existence and location of this and all other policies and procedures at the time of orientation to NIC.

4. DEFINITIONS

N/A

5. RELATED DOCUMENTS

- Student Grievance/Appeal form.

AMENDMENT HISTORY

Department:	Academic	
Approval Authority:	Academic Board	
Approval Date:	02 July 2014	
Date for Next Review:	July 2017	
Revision Date	Version	Summary of changes
23/05/2011	1	Policy developed and implemented.
27/10/2012	2	Document updated to reflect UPD formatting.
26/10/2012	3	Content updated regarding Overseas Student Ombudsman. All references to ACPET removed.
19/12/2012	4	Document updated. All DEEWR references have been replaced with DIISRTE.
02/07/2014	5	Reviewed of Policy. Changed reference of DIISRTE to DIBP
08/08/2014	6	Policy reviewed and updated to reflect current processes.