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ACADEMIC AND NON-ACADEMIC GRIEVANCE PROCEDURES

ACADEMIC GRIEVANCE PROCEDURES

Purpose and Scope

All AIM students or people seeking to enrol in any accredited higher education course with AIM are entitled to use the grievance procedures set out in this document and there are three stages at which a complaint may be addressed. Each stage is free of charge. At the first stage of the process students may take their complaint to their Head of Department or the Registrar. The complaint will be dealt with within 10 days of receipt of the complaint/appeal and will be completed within a reasonable timeframe. For international students, the process will take the length of a student's visa into consideration and the student's enrolment for future courses or units. While an appeal is being considered a student maintains his/her enrolment in the course.

Informal Resolution

Aim encourages all parties with a grievance or complaint to resolve issues informally. Students should discuss their grievance with the person /s involved. Students can approach their Head of Department, Dean or student counsellor for advice and support with this step. Student unable to resolve their grievance may use the grievance process listed below which provide a formal pathway for the resolution of a grievance related to academic issues. It is the student's responsibility to ensure that the grievance has substance and is genuine and is required to participate in an appropriate manner.

1. Stage 1: Grievance Process

Students can approach AIM staff members and voice their concerns or grievance. The staff member advises the complainant of the AIM grievance procedure and the person with whom the grievance should be raised.

Unless the staff member and the student agree that the grievance should be handled by another person, the staff member becomes the grievance handler. Where the complainant is a person seeking to enrol in a course of study, the Registrar becomes the grievance handler. The process will be at no

or minimal cost to the student. A student will maintain his/her enrolment while the grievance process is ongoing. A student may be accompanied by a support person at any relevant meetings.

On receiving a grievance, the grievance handler will:

- ensure that the process of investigation into the grievance commences within 10 working days of the formal lodgement of the complaint/appeal/grievance and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.
- The student is informed and receives acknowledge the receipt within seven days;
- facilitate resolution in a timely manner, normally within at least four weeks;
- where other parties are involved, monitor the process to ensure a mutually acceptable resolution is reached without undue delay;
- document the process and forward records to the Registrar

2. Stage 2: Formal Appeal Process

The second stage of the process at which a complaint is addresses is as follows:

If unsatisfied with the response to the complaint or the time taken to resolve the matter, the complainant may submit a complaint in writing and appeal to the Discipline and Appeals Committee. AIM Student Services will be able to issue the complainant with the appropriate forms. The appeal will be submitted to the Registrar who will deal with the appeal within a reasonable time, generally within 10 days of receipt of the appeal.

The Registrar is AIM's representative who manages the academic grievance procedures when an appeal or complaint has been lodged. The Registrar liaises with all concerned parties during the grievance process and maintains records of all documentation such as applications for appeals and the outcomes of the appeals for a period of at least five years. These records are confidential. Access can be granted via the Registrar to parties involved within 48 hours of the Registrar receiving a formal request.

The Registrar chairs the Discipline and Appeals Committee, a subcommittee of the Academic Board and reports the D&AC recommendations to the Academic Board. Decisions and recommendations by the D&AC are communicated by the Registrar to all parties in a clear and transparent manner. Decisions and recommendations made by the D&AC are supervised and implemented by the Registrar.

2.1 Discipline and Appeals Committee (D&AC)

The Discipline and Appeals Committee (D&AC) is authorised by the Academic Board to deal with:

- breaches of discipline by students and apply sanctions if necessary; and
- appeal against grades by students

The Discipline and Appeals Committee meets as required and reports directly to the Academic Board.

Membership consists of: The Dean, Associate Dean, Chief Operational Officer and Associate Registrar.

D&AC Meetings are scheduled on a weekly basis.

The Associate Registrar will assess all appeals or requests, ensure that the appeals are complete and ensure that all parties have submitted their comments for the individual cases that are to be tabled. Where an appeal application is incomplete the student will be advised. Where additional evidence is required from a staff member, the Associate Registrar will seek that evidence before the scheduled meeting of the D&AC and seeks the advice of the Registrar if required.

Appeals:

The D&AC provides an appeal process for students who wish to appeal results or academic decisions. It also deals with requests such as withdrawals or deferrals for courses or units after census date without financial penalty, where a student claims special circumstances such as illness or misadventure, appeals where Recognised Prior Learning (RPL) requests have not been granted, special consideration requests for assessments, correction of results on transcripts, requests to change degrees.

Process for Students to Lodge an Appeal Request:

- Requests and appeals should be forwarded in writing to student services, students will be advised which forms to use. These can be produced by student services staff on request students are also advised that forms are located on the AIM website and where to find them.
- Student will be advised when next D&AC meeting will take place and given an approximate date for a reply to their request/appeal/complaint, usually 5 working days after the Committee has met.
- An assessment of the nature of the appeal/complaint will be made by the Registrar and forwarded to appropriate staff member or Committee e.g. Head of Department, Dean or D&AC for further processing. Complaints usually will be dealt with according to the complaints procedure (see below)
- Matters forwarded to D&AC will be added to the agenda for next scheduled meeting.
- D&AC will reach decisions/outcomes for students, except where in some cases, the Committee might determine that a matter will need further consideration by either the Dean and/or the AIM Executive Committee or Academic Board (e.g. student appeal might have general policies or financial implications for AIM).
- Student will be informed of the outcome of their appeal by the Registrar in writing as soon as a decision has been reached but not later than 10 working days after the meeting. The response to the student will be:

- transparent and be written in plain English
- explain the process and the basis on which the decision was reached
- If a candidate is not satisfied with the outcome of an appeal, the candidate will be advised that the matter can be referred to the Dean who can employ the services of an external reviewer for an independent assessment.

3. Stage 3: External Review Process

The third stage of the process at which a complaint or appeal is addressed is as follows:
In compliance with the Higher Education provider Guidelines AIM has an arrangement for an external review of decisions made under the above paragraph by an independent person or body established or nominated by AIM.

'If not satisfied with the decision of the Discipline and Appeals Committee, the complainant may submit a request in writing that the matter be further reviewed by an external reviewer. On receipt of a written request from a complainant for an external review of the decision made by the D&AC, AIM will contact the external reviewer and arrange for an appointment and will assist the complainant in making contact with the external reviewer'.

3.1 External Reviewer

Recommendations from an external reviewer will be implemented and procedures will be adjusted accordingly if deemed necessary.

Recommendations from external examiners will be forwarded to the Dean who will advise the Academic Board if changes to procedures have been recommended by not later than 30 working days after the recommendation has been received. Changes to AIM policies or procedures will be published on the AIM website and will be available to both students and staff.

The details of the appointed external reviewer are as follows:

Dr Scott Dickson
Dean
Australian College of Physical Education
Email: dean@acpe.edu.au

3.2 Complaints Against Staff Involved in the Grievance Process

Students who have grievances against any staff member involved with the grievance process are able to approach the Dean of AIM in the first instance. If the complainant believes that this is inappropriate because of the nature of the complaint, then the complainant can approach the external reviewer directly with his/hers concerns.

Appeal against grades or assessments:

- A student may appeal against an assessment in any unit. An appeal must be lodged with the registrar within three weeks of results being posted for the semester in which the unit was undertaken. Dissatisfaction with grades does not constitute grounds for an appeal. On appeal, a review will be made of all components contributing to the original assessment. The purpose of this review is to ensure that the assessment process has:
 - a) been fairly applied
 - b) no procedural or factual errors in the processing of the grade have been made
 - c) had all appropriate components included; and
 - d) no errors occurred with the addition of marks on which the assessment grade is based on.
- The D&AC will determine whether the original grade stands or the original grade is to be amended due to an error of calculation or process.
- A student may request a remark of a written assignment. A remark of an assignment will be undertaken by the Head of Department or, if the Head of Department was the original assessor, by a suitably qualified person to be determined by the Dean. A remark will carry a non-refundable fee of \$ 50.00.

Disciplinary Procedure in cases of plagiarism:

- A staff member that discovers an instance of a student guilty of plagiarism or cheating in exams or for a submitted assignment must report this incident to the Head of Department including a copy of the assignment in question. The D&AC will consider cases of plagiarism. (For more information please refer to the Student Handbook).
- Students will be notified in writing by the registrar of any penalties which are the result of proven academic misconduct *not later than 5 working days after the D&AC has met*. Students are able to appeal these decisions on the basis of procedural anomalies or factual errors which have a significant effect on the final decision. *Students should appeal in writing within 14 days of being notified of the decision.*

Process for Heads of Department to lodge claims of academic misconduct:

- Head of Department will inform registrar in writing about the nature of the academic misconduct and provide supporting documentation.
- Claims will be tabled at the next scheduled D&AC where a decision should be reached or in cases where the D&AC was not able to reach a decision the matter will be referred back to the Registrar who will direct the matter to the Dean for further advice.
- The student concerned will be informed if there will be a delay in response time and will be advised of the nature of the delay not later than 5 working days after the meeting has taken place.

Who can lodge appeals/requests

The appeal/request should be delivered in writing to Student Services at AIM either by the client or in the case of a minor through a parent or guardian.

The policy applies to all currently enrolled as well as potential students i.e. those students who are seeking to enrol in courses at AIM.

In the case of academic misconduct the claim should be delivered to the registrar by the academic in writing with evidence that supports the claim.

Communication with the Complainant

A student who has lodged an appeal/request that has been dealt with by the D&AC will be informed of the outcome after the Committee has met and has reached a decision, but not later than ten working days after the meeting has taken place.

If the Committee has been unable to reach a decision e.g. additional information/documentation has been requested, then the student will be informed of this not later than ten working days after the Committee has met and will be asked to provide the additional information required. A reasonable timeline will be set for the student to submit the additional information/documentation required and the appeal/request will be re-tabled at the next scheduled D&AC.

Academic Staff members will be informed of arising issues for each D&AC via an agenda which will contain the major issues for discussion and will be circulated to all Head of Departments advising them of date and meeting place. After the meeting has taken place Head of Departments will be advised how to access the minutes for the meeting.

NON ACADEMIC GRIEVANCE PROCEDURE

Purpose and Scope

All AIM students or people seeking to enrol in any accredited higher education course with AIM are entitled to use the grievance procedures set out in this document have three stages at which a complaint may be addressed. Each stage is free of charge. At the first stage of the process students may take their complaint to their Head of Department or the Registrar. The complaint will be dealt with within 10 working days of receipt of the complaint/appeal and the process will be completed within a reasonable timeframe. For international students, the process will take the length of a student's visa into consideration and the student's enrolment for future courses or units. While an appeal is being considered a student maintains his/her enrolment in the course. Students at AIM have access to a 3 stage academic grievance process set out below.

What is a complaint?

While the Institute's intention is for students to complete their studies without unnecessary barriers or incidents, sometimes processes or factors inadvertently or unintentionally interfere with students' learning. AIM has procedures in place for students to provide feedback on the quality of AIM's courses, and after graduation, will ask graduates to participate in program evaluation. In times more immediate solutions are needed and students are able to access the complaints procedures as one of the avenues to achieve more timely outcomes.

Grievances/Complaints

Grievances do not cover academic results. (See section Appeal of Grade).

Students and staff of AIM or those seeking to enrol in a course of study with AIM are entitled to access the complaints and appeals procedures set out in this policy, regardless of the location of the campus of AIM at which the grievance has arisen, the student's place of residence or the mode in which they study.

This policy is applicable to all AIM academic staff, members of the AIM Academic Board and its committees and members of the community.

Informal Resolution

AIM encourages all parties with a grievance or complaint to resolve issues informally. In the first instance students should discuss their grievance with the person/s involved. Students can approach their Head of Department, Dean or student counsellor for advice and support with this step. Student unable to resolve their grievance may use the grievance process listed below which provides a formal pathway for the resolution of a grievance related to non-academic issues. It is the student's responsibility to ensure that the grievance has substance and is genuine and is required to participate in an appropriate manner.

1. Stage 1: Grievance Process

Students can approach AIM staff members and voice their concerns or grievance. The staff member advises the complainant of the AIM grievance procedure and the person with whom the grievance should be raised.

Unless the staff member and the student agree that the grievance should be handled by another person, the staff member becomes the grievance handler. Where the complainant is a person seeking to enrol in a course of study, the Registrar becomes the grievance handler. The process will be at no or minimal cost to the student. A student will maintain his/her enrolment while the grievance process is ongoing. A student may be accompanied by a support person at any relevant meetings.

On receiving a grievance, the grievance handler will:

- ensure that the process of investigation into the grievance commences within 10 working days of the formal lodgement of the complaint/appeal/grievance and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.
- The student is informed and receives acknowledge the receipt within seven days;
- facilitate resolution in a timely manner, normally within at least four weeks;
- where other parties are involved, monitor the process to ensure a mutually acceptable resolution is reached without undue delay;
- document the process and forward records to the Registrar

2. Stage 2: Formal Appeal Process

The second stage of the process at which a complaint is addresses is as follows:

- If a grievance remains unresolved by the process outlined above, the grievance handler refers the grievance to the Registrar. The Registrar is AIM's representative who manages the non-academic grievance procedures when a complaint or grievance has been lodged. The Registrar liaises with all concerned parties during the grievance process and maintains records of all documentation such as written documentation or formal complaints for a period of at least five years. These records are confidential. Access can be granted via the Registrar to parties involved within 48 hours of the Registrar receiving a formal request.
- The Registrar chairs the Discipline and Appeals Committee, a subcommittee of the Academic Board and reports the D&AC recommendations to the Academic Board.
- Decisions and recommendations by the D&AC are communicated by the Registrar to all parties in a clear and transparent manner. Decisions and recommendations made by the D&AC are supervised and implemented by the Registrar

GRIEVANCE PROCEDURE

Non academic grievances can be lodged as a verbal complaint or a written complaint

1. Verbal Complaints Procedure

Where possible, complaints are to be dealt with by the person receiving the complaint. If the complaint cannot be resolved at this level it is to be referred to the appropriate authority (defined in the complaints flowchart). The authority will contact the complainant within five (5) working days.

On receipt of an oral complaint the receiver must –

Interview with Complainant

- clarify the complaint with the complainant;
- identify complainant expectations;
- thank complainant for making complaint as it may well be of use in the quality improvement process;
- if the staff member receiving the complaint but is unable to solve it because of lower authority level, it is referred to Management.
- if the complaint is such that it may lead to legal, media or political issues the matter will be referred to the Dean of the Institute;

1.2 Resolution of Complaint

- resolve complaint by offering solutions within delegation;
- document resolution of complaint on Complaints Register and Corrective Action Report;
- follow up to ensure that agreed actions have been carried out.

1.3 Unresolved Complaints

- if the receiver cannot resolve complaint they are to refer the matter to Registrar who will contact the complainant with five (5) working days. If the matter cannot be resolved the issue will proceed as Written Complaint (see 2.).

2. Written Complaints Procedure

The AIM Complaint Form allows students to lodge concerns about any issues related to their studies at AIM. Each report lodged with AIM will be reviewed and action will be taken to resolve issues that are resolvable. Each student lodging a report should ensure his/her contact details have been

provided and will receive a response from the Institute. This will be done within a reasonable timeframe of 21 days.

The process of managing Student Complaints is illustrated on the flowchart below. The second stage of the process at which a complaint is addresses is as follows:

- If unsatisfied with the response to the complaint or the time taken to resolve the matter, the complainant may submit a complaint in writing. AIM Student Services will be able to issue the complainant with the appropriate forms. The appeal will be submitted to the Registrar who will deal with the appeal within a reasonable time, generally within 30 days of receipt of the appeal.
- On receipt of a written complaint it is to be referred to the appropriate authority (defined in the complaints flowchart) and the Registrar, who will contact the complainant within five working days (recording contact on the Corrective Action Report).

The process for dealing with written complaints is

2.1 Investigate Complaint by

- assessing information received by complainant;
- interviewing relevant staff;
- reviewing relevant records;
- gathering other relevant information;

2.2 Where Considered Necessary, Interview Complainant and

- clarify the complaint with the complainant;
- identify complainant expectations;
- thank complainant for making complaint as it may well be of use in the quality improvement process;

2.3 Resolution of Complaint

- resolve complaint by offering solutions within delegation;
- document resolution/s of complaint on the Complaints Register and Corrective Action Report;
- follow up by the Registrar to delegate to ensure that agreed actions have been carried out and recorded on Corrective Action Report.

3. Stage 3: External Review Process

The third stage of the process at which a complainant is addressed is as follows:

- If not satisfied with the outcome of the complaint, the complainant may request that the matter be dealt with through an external dispute resolution process by the person appointed by AIM for this purpose.

3.1 Unresolved Complaints

- After ten (10) working days the Registrar is to report any unresolved complaint to the Dean;
- if the customer or staff member requests further formal action, the Dean is to refer the matter to the External Reviewer in writing with a summary of action taken to date and relevant records;

3.2 External Reviewer

Recommendations from an external reviewer will be implemented and procedures will be adjusted accordingly if deemed necessary.

Recommendations from external examiners will be forwarded to the Dean who will advise the Academic Board if changes to procedures have been recommended by not later than 30 working days after the recommendation has been received. Changes to AIM policies or procedures will be published on the AIM website and will be available to both students and staff.

The details of the appointed external reviewer are as follows:

Dr Scott Dickson
Dean
Australian College of Physical Education
Email: dean@acpe.edu.au

3.3 Complaints against Staff Involved in the Grievance Process

Students who have grievances against any staff member involved with the grievance process are able to approach the Dean of AIM in the first instance. If the complainant believes that this is inappropriate because of the nature of the complaint, then the complainant can approach the external reviewer directly with his/hers concerns.

Communication with the Complainant

A student who has lodged a non-academic grievance/complaint that has been resolved will be informed of the outcome after a decision has been reached by not later than ten working days after the decision has been made.

If AIM has been unable to reach a decision e.g. additional information/documentation has been requested, then the student will be informed of this not later than ten working days after the matter has been brought to AIM's attention and will be asked to provide the additional information required. A reasonable timeline will be set for the student to submit the additional information/documentation required and the complaint/grievance will be reviewed by not later than 10 working days after the documentation has been received

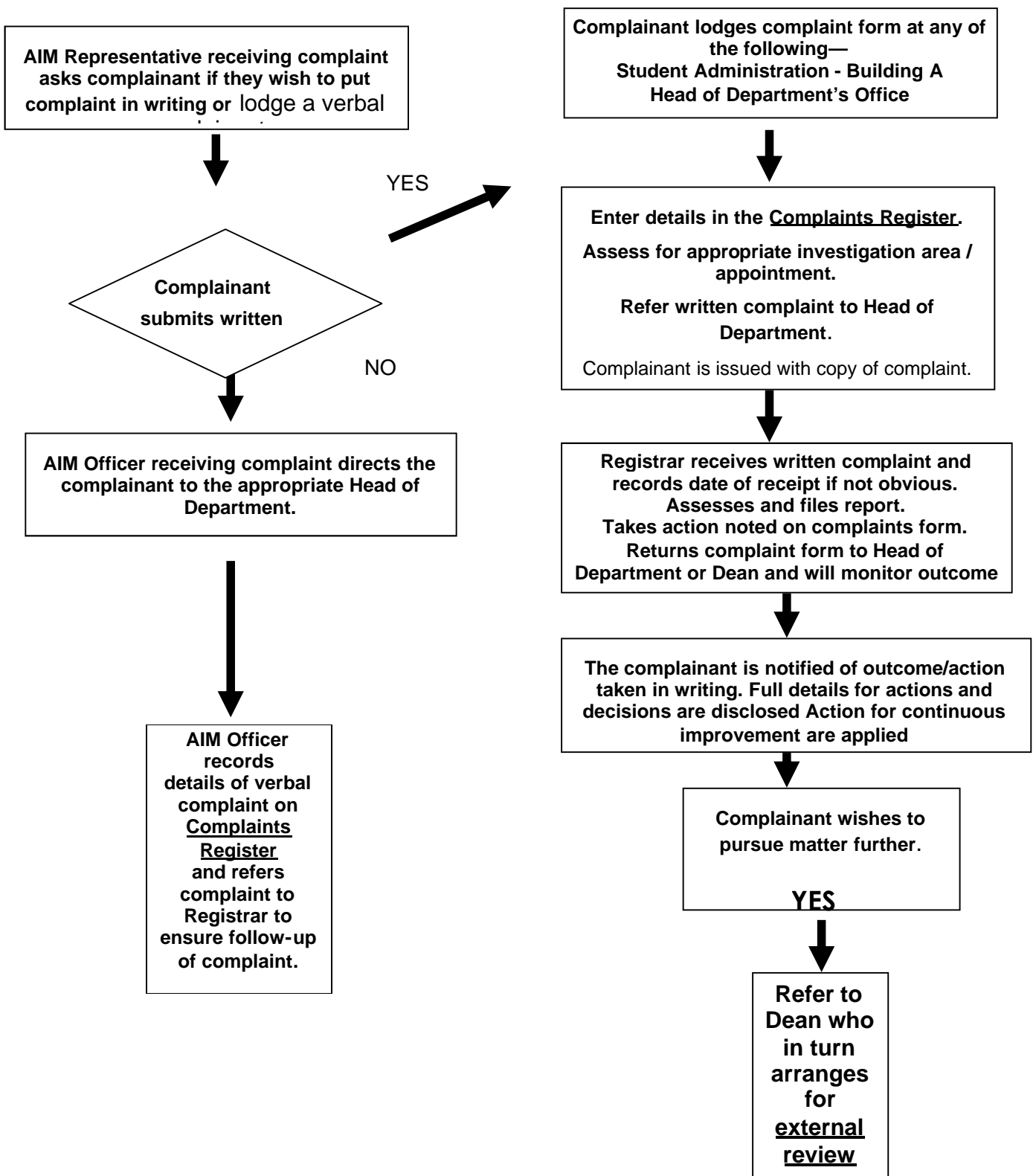
Record of Complaint Register Policy

All complaints (whether verbal or written) shall be brought to the attention of an Administration Officer, who will record the date and nature of the complaints and the complainant's name.

The Record of Complaint Register shall also note the appropriate action taken in response to the complaint and the required feedback to the complainant;

- Records of all appeals and applications for review of decisions will be kept and will be accessible to all interested parties for a period of five years. Such records will remain confidential.
- Records of appeals and their outcomes will be kept strictly confidential and files in a separate file and kept by the Registrar for a period of five years. Parties to the complaints will be allowed supervised access to these records.

NON-ACADEMIC GRIEVANCE PROCESS FLOWCHART



Publishing and Disseminating of this Grievance Procedures

These AIM Grievance policies and procedures are published on the AIM webpage in the student handbook and are available to all students and staff.

The AIM Grievance policies and procedures have been approved by the AIM Academic Board on 22 November 2007

This policy is communicated to academic staff through the Student Handbook and the Staff resources page on the AIM website (accessible only to AIM staff). The Registrar is responsible for the training of academic staff in the application of the above policies and procedures. The Registrar is also responsible for the training of support staff in its application.

Statement of Tuition Assurance

Under the provisions of the Higher Education Support Act 2003 (HESA) and the associated HEP Guidelines for the Australian Institute of Music is required to provide a tuition assurance arrangement for Australian citizens or holders of an Australian permanent humanitarian visa who are enrolled in higher education courses it offers. This requirement is to protect students in the event that the Australian Institute of Music ceases to provide a course of study in which a student is enrolled. The meaning of 'ceasing to provide a course of study' is set out in the HEP Guidelines (http://www.backingaustraliasfuture.gov.au/guidelines/hep_guide.htm).

Under the provisions of the Higher Education Support Act 2003 (HESA) and the associated Higher Education Provider Guidelines The Australian Institute of Music is required to provide a tuition assurance arrangement for persons, other than overseas students*, who are enrolled in higher education courses it offers. This requirement is to protect students in the event that The Australian Institute of Music ceases to provide a course of study in which a student is enrolled. The meaning of 'ceasing to provide a course of study' is set out in the HEP Guidelines at: <http://www.comlaw.gov.au/comlaw/management.nsf/lookupindexpagesbyid/IP200510176?OpenDocument>.

In the event that The Australian Institute of Music ceases to provide a course of study in which a student is enrolled the student is entitled to a choice of:

- a) an offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any student contribution or tuition fee for any replacement units (this is known as the "**Course Assurance Option**");

OR

- b) a refund of his or her up-front payments for any unit of study that the student commences but does not complete because The Australian Institute of Music ceases to provide the course of study of which the unit forms part (this is known as the "**Student Contribution/Tuition Fee Repayment Option**")

The Australian Institute of Music has met the tuition assurance requirements of the HESA through its current membership of the ACPET Tuition assurance scheme. Contact details for ACPET are:

New South Wales Office

Suite 12, Level 14

329 Pitt Street

Sydney NSW Australia

Box Q1076

QVB PO

Sydney NSW 1230

Ph: 92644490

If The Australian Institute of Music ceases to provide a course of study, ACPET will send a student enrolled in the course of study a Written Tuition Assurance Offer (the Offer) advising the student of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify ACPET of the choice they have made for each affected unit. ACPET will provide this Offer within twenty *Business Days* after it knows, or should now by reasonable enquiries that The Australian Institute of Music has ceased to provide the course or study.

The course/s of study for which The Australian Institute of Music has ACPET membership are:

Bachelor of Music

Bachelor of Performance

Diploma of Music

Graduate Certificate in Arts Management

Graduate Certificate in Music

Graduate Diploma of Arts Management

Graduate Diploma of Music

Master of Arts Management

Master of Music