STUDENT GRIEVANCE POLICY AND PROCEDURES (ACADEMIC & NON-ACADEMIC)

Definitions
For the purposes of this document the following applies:

The Act refers to the Higher Education Support Act 2003

Student/s refers to all persons enrolled with New York Film Academy Pty Ltd (NYFA) including persons enrolled in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would, be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act. For the purposes of non-academic grievances the term Student also refers to a person seeking to enrol with NYFA including persons seeking to enrol in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would, be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Complainant refers to Students (as defined above) who have lodged a grievance with NYFA Australia.

1.0 Overview
NYFA Australia is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to the student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant’s place of residence or mode of study.

2.0 Responsibility
The Chief Executive is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

3.0 General principles
These principles apply to all stages of this grievance procedure which will be adhered to by NYFA Australia are:

- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and any 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 any respondent will not be discriminated against or victimised.
4.0  Formal Grievance Procedure

4.1  Stage One
Formal grievances should be submitted in writing to the Chief Executive at New York Film Academy Australia, Village Roadshow Studios, Entertainment Road, Oxenford, Gold Coast, Qld 4210.

The Chief Executive will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 10 working 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.

4.2  Stage Two
If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Grievance and Appeals Committee (“the Committee”) at New York Film Academy Australia, Village Roadshow Studios, Entertainment Road, Oxenford, Gold Coast QLD, 4210.

The Complainant’s appeal will be determined by the Committee which 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 working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

4.3  Stage Three
If the Complainant is not satisfied with the outcome of Stage Two they may lodge an external appeal to the Dispute Resolution Centre – South Queensland (Brisbane) within 20 working days of receiving notice of the outcome of their appeal.

Contact Details for the Dispute Resolution Centre:
Dispute Resolution Centre – South Queensland (Brisbane)
Level 1, Brisbane Magistrates Court, 363 George Street Brisbane QLD 4000
Ph: +61 7 3239 6007 or 1800 017 288 (toll free outside Brisbane)
Email: drc.sq@justice.qld.gov.au

Once an application is made the Queensland Governments’ Dispute Resolution Centre will advise NYFA of the external review application made by the complainant. NYFA Australia will give due consideration to any recommendations arising from the external review within the set time frame set by the Dispute Resolution Centre.
Both the complainant and NYFA Australia will provide all supporting documentation requested by the Dispute Resolution Centre’s officers, including student files and records.

The Dispute Resolution Centre will then consider all submitted documents and make a determination. Turn around time for an appeal is within 4 to 6 weeks of lodgement but can vary due to other disputes currently being heard.

NYFA Australia agrees to be bound by the External Reviewer’s recommendations and the NYFA Director will ensure that any recommendations made are implemented within 30 days of receipt of the report from the External Reviewer.

5.0 Publication
This Student Grievance Policy and Procedure (Academic and Non-academic) will be made available to students and those seeking to enrol with NYFA through publication on the website (www.nyfa.edu/landing/australia.php) and in the Student Handbook.

6.0 Approval
This Policy and Procedure was agreed to and ratified by the Board of Directors on 19th January 2012.