



RTO Number: 40732

Australian NIT College Pty Ltd t/as
trading as
Swan Institute Australia



CRICOS Provider Code: 03376K

Student Grievance Policy



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Student Grievance Policy

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Revision History

Review Date	Reviewer Name	Review Reason	Outcome & Changes
July 2016	Julie Large	Annual	nil
July 2017	Julie Large	Annual	Minor formatting
September 2017	Di Fowler	Annual	Formatting and review to meet standards

STUDENT GRIEVANCE POLICY

If a student should have a complaint or grievance against the SIA Institute of Australia it is our policy to resolve the problem amicably, efficiently and expeditiously as possible. SIA and want students to feel they have access to having any dispute resolved and that their complaint will in no way jeopardize their placement in the school.

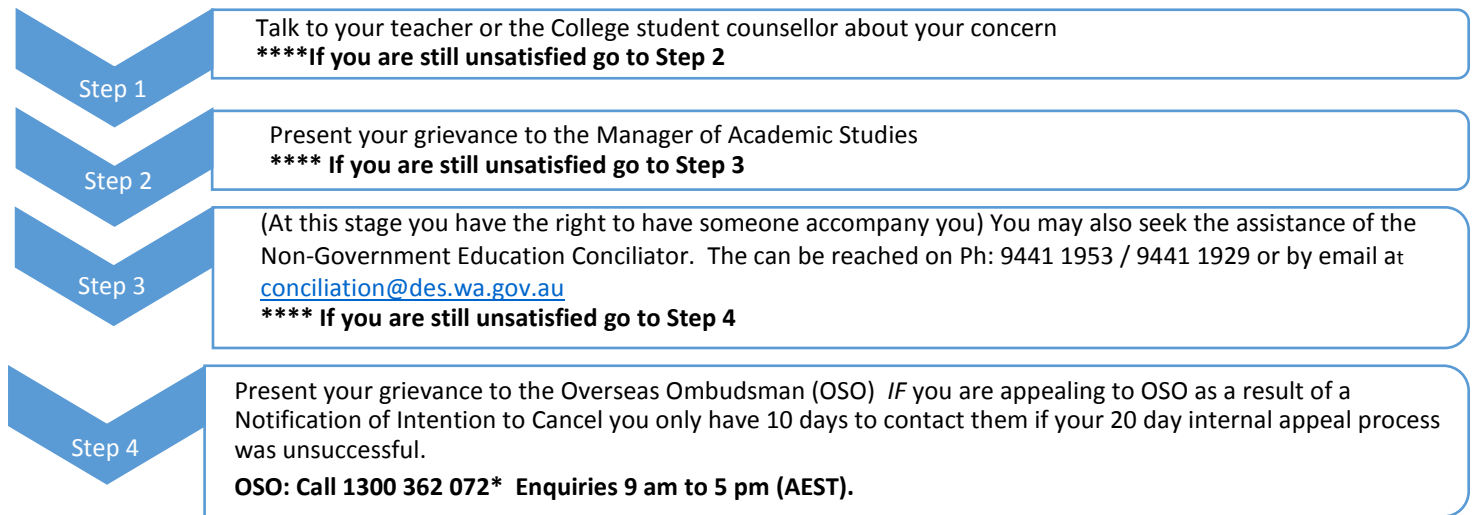
Australia provides rigorous protection for international students through the Education Services for Overseas Students (ESOS) legislation, which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously and the penalties can be significant.

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (the National Code) provides nationally consistent standards for the conduct of registered providers. The following procedures are based on the above legislation

This policy shall be adhered to for all grievances except in the case of wilful misconduct or harassment by the student.

- Upon receipt of a student's complaint SIA will assess the nature of the complaint and where possible try to resolve the issue by informal means.
- SIA will ensure that the issue will be acted on within 10 days of the matter being presented.
- SIA will encourage the student to voice his or her complaint without fear and ensure them the matter will be dealt with in complete confidentiality, except for those persons involved in the processing of the matter.
- Where the dispute is unresolved by informal means then the student shall have access to present their case to the Director of Studies and, if necessary, the Principal.
- The student may present the complaint by themselves, have a nominee represent them, or choose to accompany their chosen nominee.
- Should a dispute be found to be unresolved satisfactorily internally then the issue may be presented by the student to the Conciliator made available by the Office of Non-Government Education, Ph: 9441 1953 / 9441 1929 or email to conciliation@des.wa.gov.au
- If the student feels unsatisfied with the result then an external Independent Conciliator, shall be brought in.
- A detailed statement of the dispute and its outcome shall be given to the student and a record kept by SIA administration.

If you have any problem or grievance that you wish the College to address then the following steps should be taken. If at any time you do not feel confident speaking to a staff member about your problem, then you may choose someone (a nominee) to represent you.
















If you have difficulty in understanding the Grievance Procedure please ask the Student Services Officer at SIA to explain each step to you.

Swan Institute Australia (SIA), will always try and solve grievances amicably and as quickly as possible.

A copy of your grievance and the outcome will be given to you and a record of it kept in your student file.

SIA ensures that people who make complaints or act as witnesses are not victimised in any way.

STUDENT GRIEVANCE POLICY AT SIA

<p>If you have a problem at school with another student</p>		<p>Speak to your teacher</p>	
	<p>Your teacher will talk with the other student</p>	<p>The teacher will try to fix the problem in 10 days</p>	
	<p>Your teacher will not discuss the problem with any other students</p>		
<p>If the teacher cannot fix the problem</p>		<p>He/she will talk with the Director of Studies or the Principal</p>	
<p>You can speak to the Director yourself or get someone to speak for you.</p>		<p>You can ask someone else to go with you to speak to the Director</p>	
<p>If you are not able to fix your problem</p>		<p>you can speak to a nominated representative outside the school conciliation@des.wa.gov.au</p>	
<p>A record of these discussions will be kept in a file in the Director of Studies office.</p>		<p>You will be given a copy to keep.</p>	