Student Grievance Policy
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Student Grievance Policy

A grievance is a complaint made by a student about an issue related to a Kaplan Professional Education qualification or an individual associated with Kaplan which requires a resolution. All students enrolled in Kaplan Professional Education courses, regardless of their location or mode of study, are entitled to access the grievance process. Activities which may give rise to academic and non-academic grievances covered by this policy include:

- student service and their processes (including contractor or employee conduct)
- subject enrolment, delivery, assessment, learning environment, outcomes or progression
- individuals who believe they have been treated unfairly on the grounds of access and equity
- occupational health and safety concerns related to subject or program delivery and/or assessment.

Purpose

The purpose of the Student Grievance Policy is to provide:

- a framework for managing academic and non academic grievances and appeals
- a fair, equitable and confidential means of resolving complaints at Kaplan Professional Education.
Grievance Process

Stage 1: Contact customer representative
If a student has an academic and non academic grievance they should first contact a Student Services Representative to try and resolve the matter. If the student believes their grievance has not been adequately resolved after discussion with the representative the student may lodge a written grievance. There is no cost incurred for the student during the grievance process.

Stage 2: Submitting a written grievance
All written grievances must be submitted within 60 days of the incident excepting assessment grievances which must be submitted within 30 days of the release of results and must include:

- The subject/course/program
- A summary of the issues relating to the complaint and the outcome being sought
- Provision of any evidence – emails, examples, dates, times etc.

Formal written grievances should be sent to:
Manager, Business Operations
Kaplan Professional Education
GPO 9995,
Sydney, NSW 2001

Stage 3: Investigating the grievance
The student will receive written confirmation within 48 hours that their written grievance has been received and it will be recorded on Kaplan’s Complaints Register. Grievances are investigated and resolved by the Manager, Business Operations, who may call on relevant staff as required. The investigation of grievances may involve reviewing subject resources, assessments or evaluations and/or may involve speaking to relevant staff or students. The manager may also arrange a formal meeting with the student/s involved in the grievance. Students may bring one person (such as a friend, family member or other professional support person) to support them in any interview arranged with Kaplan Professional Education. Students will not be discriminated or victimised during the grievance process.

Stage 4: Resolution of grievance
Once the investigation has been conducted and a determination made, the student will receive a written response to their complaint within five (5) working days of decision being made and any implementation required following the decision. Appropriate staff responsible for the implementation will also be notified. The following options provide guidance in relation to specific grievances.
(a) Assessment grievance

Where the grievance relates to an assessment result or matters relating to it, the manager may:

- arrange for a review of the assessment by a qualified assessor (if this has not already occurred)
- arrange for a ‘clean skin’ re-mark of the assessment to take place by a qualified assessor
- review the assessment process for the subject/unit of competence.

Following these actions, the original result will either be confirmed or changed (within the guidelines of the assessment policy) and this result will stand. Students will be provided with a written response outlining the reasons for the decision. Appendix B contains details of further appeal avenues.

(b) Subject grievance

Where a student submits a grievance in relation to the delivery of a subject, after investigation the manager may:

- refund the subject fees or offer a discount to the student on a future subject fees
- offer the student the opportunity to attempt another subject
- provide information on additional tuition or coaching options
- provide an official written apology to the student
- provide new subject materials or access to revised information
- offer another type of compensation, as deemed appropriate.
Appeals process

Stage 1: Submitting an appeal

Right to appeal

Any student subject to a determination in relation to a grievance, who believes they have grounds for appeal, is entitled to appeal that determination to the Appeals Subcommittee. The student must lodge a written Notice of Appeal (Appendix A) within ten (10) working days of the determination being made. There is no cost incurred for the student during the appeals process and students will not be discriminated or victimised during the grievance process.

Grounds of appeal

An appeal of a determination may be made on one or more of the following grounds, where the student felt:

- that the penalty imposed was excessive having regard to the facts of the matter
- that new evidence of a relevant nature is available
- that the decision was made without due consideration of the facts, evidence or circumstances
- that there was bias, prejudice or a conflict of interest by the investigative or hearing body, or
- that some significant policy/procedural irregularity occurred in the investigative or hearing process.

Stage 2: Investigation of appeal

The Appeals Subcommittee

The Manager, Business Operations will appoint the Appeals Subcommittee. It will comprise at least three (3) members and must not include any member who has:

- a personal involvement or connection with the student, or with the matters to be heard, or
- been involved in any activity that has or could potentially lead to bias, prejudice or a conflict of interest or would lead a reasonable person to conclude a bias, prejudice or conflict of interest in relation to the grievance.
Duties and powers of the Appeals Subcommittee

The Head, Operations and Customer Service will determine whether to hear or dismiss the application. Where an appeal application is dismissed, students will receive written notification within five (5) days of the decision and informed of further appeal avenues (Appendix B).

If the appeal is to be heard, a meeting of the Appeals Subcommittee will be convened not more than ten (10) working days after receiving the Notice of Appeal.

The Appeals Subcommittee has the power to review, uphold, dismiss or vary the determination of the grievance and/or refer the matter back to Kaplan Professional Education for further inquiry and determination.

Stage 3: Appeal hearing

The Appeals Subcommittee will determine and communicate the order of proceedings and consider all documentation submitted in connection with the appeal (including evidence tendered during the hearing) by the student or Kaplan Professional Education. Proceedings may include, but not be limited to presentation of information and/or witnesses and cross examination of that information and/or witness by the student and the nominated Kaplan Professional Education representative.

The student is entitled to be supported by another person, but must advise Kaplan Professional Education prior to the hearing.

The Appeals Subcommittee may adjourn at any time during the appeal hearing to consider any matter it deems relevant.

Stage 4: Resolution of appeal

Appeals Subcommittee decision

The Appeals Subcommittee must decide within ten (10) working days after the conclusion of the hearing whether to uphold or deny the appeal and to communicate this in writing to the student and the relevant Kaplan Professional Education manager with any recommended actions.

The proceedings and decision of an appeal will be kept confidential, subject to the operation of law. A student may request access to records of the hearing and reasons for the determination. A decision of the Appeals Subcommittee is final and binding on all parties. The student may pursue relevant legal action available to them under Commonwealth or State legislation. Please see Appendix B for a list of relevant authorities.
**Documentation for grievances and appeals**

All relevant evidence or communication for grievances and appeals will be recorded on the student's record and maintained for the period of their enrolment (or up to six months after they complete a subject/qualification or discontinue). Where a Student lodges a formal grievance or appeal they must be advised of:

- the receipt of the grievance or appeal by Kaplan Professional Education and any proposed action to be taken
- the outcome of the grievance or appeal and any further avenues for appeal available.

**External contact**

A student may approach the Government authority below for external resolution of grievances and/or appeals. Before contacting the authority students should ensure they have exhausted the internal avenues of escalation and appeal within Kaplan.

[External contact link](https://www.asqa.gov.au)

**Responsible Officer**

The responsible officer for the implementation and relevant training of this policy is the Head of Operations & Customer Service.
Appendix A: Notice of Appeal

This form is to be completed by a student who is lodging an Appeal to the Appeals Subcommittee in reference to the outcome of an investigation into the resolution of a grievance or an alleged act of academic misconduct.

This completed form and any supporting documentation must be submitted to Kaplan at the address below within ten (10) working days of the student receiving notification of the outcome of their grievance.

Student name: ___________________________________________  Student ID number: ___________________________________________

Subject name: ___________________________________________  Subject number: ___________________________________________

Trimester/Year: ___________________________________________

Details of evidence supporting appeal (attach additional pages if required):

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Student name: ___________________________________________  Student signature: ___________________________________________  Date: ___________________________________________

Forward completed form and supporting documentation to:

Manager, Business Operations
Kaplan Professional Education
GPO 9995
Sydney, NSW 2001