



**EYNESBURY**  
**COLLEGE**

---

# TRANSNATIONAL STUDENT GRIEVANCES AND APPEALS POLICY

---

# Contents

<b>SECTION A - INTRODUCTION.....</b>	<b>3</b>
A.1 Purpose .....	3
A.2 Scope.....	3
A.3 Definitions .....	3
A.4 Acronyms .....	4
<b>SECTION B - POLICY STATEMENT .....</b>	<b>5</b>
B.1 Principles .....	5
B.2 Policy .....	5
<b>SECTION C - GOVERNANCE .....</b>	<b>7</b>
C.1 Responsibility .....	7
C.2 Version Control.....	7
C.3 Legislative and Organisational Context .....	7
<b>SECTION D - PROCEDURE .....</b>	<b>8</b>
D.1 Related Procedures .....	8
D.2 Related Policies.....	8

## SECTION A - INTRODUCTION

---

### A.1 Purpose

This Policy details the commitment of Eynesbury College to the provision of proper and fair avenues of redress for student concerns.

### A.2 Scope

This policy applies to all current students enrolled in any offshore component of an Eynesbury Transnational Education (TNE) program. It does not cover students in Eynesbury Senior College.

Any grievance or appeal related to money paid to or refunds due from an Eynesbury Transnational Partner Institution is outside of the scope of this policy, and should be resolved in accordance with the Transnational Partner Institution's policies.

### A.3 Definitions

<b>Word/Term</b>	<b>Definition</b>
Appeal	Requesting a review of a previous decision
Class	A scheduled teaching block
Complainant	Student who has filed a formal written complaint
Complaint	A verbal or written communication from a student who believes they have been treated unfairly or inappropriately, either by a staff member or student of Eynesbury College, through their dealings with an Eynesbury College service provider, or as a result of Eynesbury College policies and procedures.
Grievance	The complaint
Intimidation	Threatening or bullying behaviour
Partner Institution Program Coordinator	A member of staff at an offshore partner institution who is responsible for the delivery of the TNE program
Program	An approved combination of courses in which a student is enrolled
Respondent	The person or persons whose alleged behaviour or action/inaction is the subject of the complaint
Risk	Circumstances that could potentially be a threat to life, health, well-being and academic success
Staff	All employees and contractors of Eynesbury College and the partner institutions

Transnational	Includes any teaching or learning activity offered through a partnership arrangement in which students are taught outside Australia and require staff and/or educational materials to cross national boundaries
TNE Program Coordinator	The nominated Eynesbury College staff member who is responsible for the coordination of the TNE program
Victimisation	Selective or unfair discrimination against an individual or individuals

## A.4 Acronyms

<b>Abbreviation</b>	<b>Phrase of Word</b>
TNE	Transnational Education

## SECTION B - POLICY STATEMENT

---

### B.1 Principles

This policy is underpinned by the principles of natural justice and procedural fairness, and emphasises the need to resolve a grievance as early as possible and as close to the source as possible.

All students have the right to have a grievance or appeal dealt with in relation to any matter in which they feel that they have been unjustly treated by Eynesbury College or where Eynesbury College has not acted in accordance with its TNE policies and procedures.

All grievances and appeals will be treated seriously and dealt with promptly, impartially, sensitively and confidentially.

This policy exemplifies Eynesbury College's commitment to a just, harmonious and fair learning environment by providing students with access to processes which support the thorough resolution of grievances and disputes.

### B.2 Policy

#### 1 Introduction

- 1.1 The principles set out in this policy do not replace or modify any other obligations, responsibilities, procedures or principles which may exist under partner university policies, or under statute or any other law.
- 1.2 Every student may exercise the rights embodied in this policy, irrespective of the location of the campus at which the grievance has arisen, the student's place of residence or the mode (face-to-face or online) in which they are studying.
- 1.3 Grievances will be dealt with fairly and without victimisation or intimidation either during or after a grievance resolution process. Neither the complainant nor the respondent will be victimised or discriminated against at any stage in the grievance resolution process.
- 1.4 A student who feels that a decision made by a member of staff does not accord with Eynesbury College's policies and procedures, or who has an experience which, they believe, contravenes Eynesbury's stated policies and procedures, has the right to have their grievance or appeal considered in a timely fashion.

#### 2 Appeals

- 2.1 At all stages of the grievance and appeal process a full written explanation of decisions and actions taken will be provided to the complainant or respondent upon request or as legislated.
- 2.2 The complainant and/or respondent will formally present their case in writing.
- 2.3 At any time students can engage external mediation and support services at their own expense.
- 2.4 Unless a risk exists to either the student or to others, the student's enrolment with Eynesbury College will be maintained and they will be required to attend class throughout any grievance and appeals process.

### 3 Legal action

- 3.1 This policy does not preclude, or inhibit in any way, a student's right to further action under Australian or overseas Law.

### 4 Confidentiality and record keeping

- 4.1 All necessary steps will be taken to ensure that information regarding the grievance will be disclosed only to those persons who have a legitimate right to the information by virtue of their role in the appeals process.
- 4.2 Records of appeals and grievances will be kept in accordance with the **Navitas Records Management, Retention and Disposal** Policy.

### 5 Staff training

- 5.1 The TNE Program Coordinator and Partner Institution Program Coordinator are responsible for inducting academic staff in the obligations covered in this policy and the attendant procedures. The TNE Program Coordinator, Partner Institution Program Coordinator and their staff are also responsible for making themselves available to explain the policy to students in plain language and advising them of their rights and obligations under the policy.

## SECTION C - GOVERNANCE

---

### C.1 Responsibility

<b>Identification</b>	Student Grievances and Appeals Policy
<b>Policy Owner</b>	College Director, Eynesbury
<b>Approving Authority</b>	EC Academic Board
<b>Initial Issue date</b>	December 2016
<b>Directory Location</b>	College Director's Office, policies

### C.2 Version Control

<b>Current Version Number</b>	2.0
<b>Date of Effect</b>	11/2019
<b>Review Date</b>	12/2022
<b>Privilege Level</b>	Public

### C.3 Legislative and Organisational Context

None.

## **SECTION D - PROCEDURE**

---

### **D.1 Related Procedures**

*EC Transnational Student Grievances and Appeals Procedure currently being developed*

### **D.2 Related Policies**

Navitas Records Management, Retention and Disposal Policy.