

KAL MULTIMEDIA TRAINING

Non - Academic Grievance Policy

Background

Students or person seeking to enroll who are or would be, entitled to VET FEE-HELP assistance with KAL MULTIMEDIA are entitled to access our grievance procedures, regardless of the location of the campus at which the grievance has arisen; the student's place of residence; whether they are, or would be, entitled to VET FEE-HELP assistance; or the mode in which they study. For non-academic grievances this also includes grievances from stakeholdersⁱ which includes but is not limited to persons enrolled or seeking to enrol in a VET course of study, as well as members of staff. KAL MULTIMEDIA will address each complaint or appeal in a confidential, punctual and efficient manner, in order to maintain a high level of customer satisfaction.

KAL MULTIMEDIA documents and implements policies and procedures for dealing in a constructive and timely manner with client complaints and appeals against decisions made by KAL MULTIMEDIA. The policies and procedures aim to ensure that:

- Each complaint and appeal and its outcome is recorded in writing
- Each appellant is entitled to be heard by an independent person or panel
- Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcome, including reasons for the decision
- KAL MULTIMEDIA acts upon the subject of any complaint found to be substantiated

Privacy

KAL MULTIMEDIA acknowledges and respects the privacy of students and persons seeking to enrol. It is required under the Privacy Act 1988 to comply with the National Privacy Principles in respect of the collection, use and disclosure of personal information from individuals. All records of grievances and their outcomes must be stored and kept strictly confidential.

Non - Academic Grievance Policy

The purpose of this policy is to provide a fair and equitable procedure for KAL MULTIMEDIA students, staff and stakeholders to submit and process a grievance related to non-academic matters and receive fair treatment throughout the process. Regular reviews of our grievance policy are undergone in order to ensure that it remains effective.

- Policy and Procedure review date: January 2010
- Policy and Procedure last reviewed date: 24th June 2009
- Procedure approved by:
Robert Montgomery, CEO
Date: 25th of October, 2010

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- Compliance Officer: Training Manager
- Responsibility: CEO

Scope

This policy and process applies to all staff, students and other stakeholders, who study, work with or come into contact with KAL MULTIMEDIA education personnel and services.

Non-academic matters may include but are not limited to operational, administrative, discrimination and harassment issues. Examples of these include sexual harassment, racial or sexual discrimination, physical or verbal abuse. Any staff member, student or stakeholder who feels aggrieved on any non-academic matter related to dealings with KAL MULTIMEDIA may use this policy and procedure to seek resolution.

This policy does not replace or modify policies or other responsibilities which may arise under other education provider policies or under any other statute or law. Also, these dispute resolution procedures do not circumscribe an individual's rights to pursue other legal remedies.

The grievance procedure will be publicly available on the KAL MULTIMEDIA website www.kalmultimedia.com.au, KAL MULTIMEDIA intranet or "Student VET FEE-HELP handbook". Staff induction includes information on the college grievance and appeals procedure. **Staff grievance procedures** are outlined with forms included within their Staff Policy & Procedures manual to be followed as directed.

During all stages of the Non-Academic Grievance procedure KAL MULTIMEDIA will take all reasonable steps to ensure that all parties will not suffer victimisation or discrimination. Full explanation in writing for decisions and actions taken will be provided to all parties at every stage of the grievance process, if requested. There is no cost to the complainant for utilising this grievance procedure.

Procedures – Students and Stakeholders

Stakeholders' complaints are dealt with on the spot, if verbal (in person or on the phone) by an Administration Officer or directed to the relevant senior officer – the Training Manager or CEO. A written complaint – either received via post or email will be addressed by the relevant senior officer or directed to the CEO for a formal written reply, within an appropriate time of not exceeding 5 working days or the period of time listed by the stakeholder.

A grievance report is filled out in accordance to the RTO procedures manual instructions.

Complainants have five stages at which a complaint may be addressed. Each of the stages is free of charge to the complainant.

Step 1: Informal Resolution

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It is in the complainant's best interests for a dispute to be resolved amicably and at an early stage. Any issues should first be discussed with the staff member and/or Senior Teacher concerned and a satisfactory outcome might be achieved through discussion. At any stage of the process the complainant has the right to be accompanied by a friend, advocate or carer in any face to face discussions. If appropriate, the Harassment Officers, Cathryn Thomas and Acting Officer Felicity Montgomery, on each KAL MULTIMEDIA campus may be accessed. They may be contacted on (03) 9380 5593 or emailed at training@kalmultimedia.com.au. Details of each Harassment Officer are also available on the student handbook, on posters or through administration offices.

If the issue is not resolved within 5 working days then the complainant should proceed to Step 2.

Step 2: Informal Resolution

The complainant should lodge a written complaint using the approved KAL MULTIMEDIA Complaint and Appeals Form.

Complainants should submit the form to the relevant Administration Manager and/or Training Manager. The Acting Training Manager (Felicity Montgomery) and Administration Manager (Cathryn Thomas) can both be contacted on (03) 9380 5593 or emailed at training@kalmultimedia.com.au. Following submission of the form, the relevant Administration Manager/Training Manager will investigate the complaint. They will advise the complainant of the process to be followed and:

- review documentation
- review informal resolution process to date
- notify complainant of their recommendations in writing

A satisfactory outcome might be achieved through conciliation.

If the grievance is not resolved within 5 working days the complainant should proceed to Step 3.

Step 3: Appeal process

The complainant can appeal to the Student Grievance committee.

The complainant should complete an addendum to the original Complaints and Appeal Form and submit to the CEO (Robert Montgomery) within 14 days of receiving a response from the Administration Manager/Training Manager (Step 2). The CEO can be contacted on (03) 9380 5593 or emailed at training@kalmultimedia.com.au. The addendum must detail the nature of the matter, the grounds of the appeal, the avenues of conciliation previously undertaken and his/her desired outcome.

Membership of the Student Grievance Committee shall be nominated by the CEO and shall be composed of at least 3 people - for example:

- a Director or independent Program Manager (as Chair)
- a representative for the complainant

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- a Counsel or other support person
- an independent teacher from another area
- a representative from another education provider

The Committee shall meet within five working days of receipt of the addendum to the Complaints and Appeal Form from the complainant. The complainant is able to formally present his or her case to the Student Complaints Committee in person. A support person may assist the complainant during the appeal and accompany the complainant to the meeting of the Student Complaints Committee. Any recommendations that arise during this appeal, by any of the parties involved in the process, will be considered in the consequent decision made.

The Chair of the Committee will advise the complainant in writing of the decision within five working days of the hearing. If the matter remains unresolved the complainant can proceed to Step 4.

Step 4: Informal Resolution - External 'Round Table Conference'

KAL MULTIMEDIA can organise a 'Round Table Conference' between the complainant, KAL and the Australian Council of Private Education and Training (ACPET). ACPET is the peak body representing private education and training providers in Australia. KAL MULTIMEDIA is a member of ACPET. The college should contact ACPET within 24 hours of receiving the request from the complainant to arrange a 'Round Table Conference'. ACPET will organise the 'Round Table Conference' within 10 working days at its office in the same city as the KAL MULTIMEDIA campus where the complaint was registered.

Options will be discussed and the desirable result is resolution of the complaint through conciliation. All recommendations, including those made by ACPET, will be considered during this process, and may be implemented in the final decision. The outcome of Step 4 - the 'Round Table Conference' will be agreed to at the completion of the 'Round Table Conference'.

If the complaint remains unresolved then the complainant can proceed to Step 5.

Step 5: Formal Resolution - External Professional Mediator appointed

Formal Dispute Resolution may be requested after all appropriate forms of informal resolution have been sought. The complainant can request mediation by completing an appropriate 'Request for Mediation' form. KAL MULTIMEDIA can request ACPET to organize an accredited independent professional Mediator. Mediator will be organized within 14 working days and the outcome of this mediation will be known at the end of the mediation session.

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In consultation with the Mediator all costs associated with mediation are to be agreed to by both parties. The Mediation can be held at ACPET's office. ACPET's role in the mediation is limited to organizing the Mediator and a room for the mediation. ACPET will not take part in the formal mediation. Both parties will commit to resolving the complaint. The Mediator will document all outcomes of mediation. At completion of the mediation, both parties must sign an Agreement agreeing to the outcomes.

This agreement does not remove the right to take further action under Australia's consumer protection laws. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other education provider policies or under statute or any other law.

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Complaints and Appeals Procedure (Non - Academic Grievance)

Step 1	Step 2	Step 3	Step 4	Step 5
Informal Resolution	Informal Resolution	Appeal/Grievance process	Informal Resolution: External 'Round Table Conference' (ACPET to facilitate)	Formal Resolution: External Professional Mediator appointed

KAL MULTIMEDIA will keep appropriate records of grievances for at least five years and allow parties to the complaint appropriate access to these records.

Continuous Improvement

Any improvement action arising from an non-academic grievance or appeal will be recorded in the "Improvement Action Registry", which will be reviewed by the Directors at least two times per year. A report on all grievances will be entered into the internal audit file. Any issues that require more serious action will be reviewed earlier within the monthly directors meeting.

ⁱ Stakeholders include but are not limited to:

- persons seeking to enroll in a VET course of study
- persons seeking general information on VET courses or services
- persons seeking information on behalf of a state or commonwealth department
- employers seeking information regarding enrolment of a staff member