

# STUDENT GRIEVANCE FRAMEWORK

ACA-STU-02

<b>1</b>	<b>Policy statement and principles .....</b>	<b>2</b>
<b>2</b>	<b>Scope .....</b>	<b>3</b>
<b>3</b>	<b>Roles and responsibilities .....</b>	<b>3</b>
<b>4</b>	<b>Definitions .....</b>	<b>6</b>
<b>5</b>	<b>Procedures.....</b>	<b>7</b>
5.1	Student grievances.....	7
5.1.1	<i>Before a concern becomes a formal grievance .....</i>	<i>7</i>
5.1.2	<i>The grievance process.....</i>	<i>7</i>
5.2	Appealing a grade .....	11
5.2.1	<i>Stage 1: Resolution with lecturer/tutor .....</i>	<i>11</i>
5.2.2	<i>Stage 2: Appeal to the relevant Course Convenor/Coordinator or Program Director.....</i>	<i>11</i>
5.2.3	<i>Stage 3: Appeal to the Head of School .....</i>	<i>12</i>
<b>6</b>	<b>Flowcharts .....</b>	<b>13</b>
6.1	Student grievance .....	13
6.2	Appealing a grade .....	14
<b>7</b>	<b>Document status and governance .....</b>	<b>15</b>
<b>8</b>	<b>Document history .....</b>	<b>15</b>

## Objects of Excelsia College

Motivated by the Christian faith, as expressed by the Apostles' Creed and Nicene Creed, with fidelity to the Scriptures as the Word of God, the objects of the College are the advancement of the Christian faith and higher education.

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## 1 Policy statement and principles

This framework provides a mechanism for addressing both academic and non-academic grievances arising out of any situation or process affecting the student. The College is committed to its responsibility under legislation to ensure students are not subjected to discrimination, harassment, vilification or victimisation, whilst also seeking to maintain a harmonious and supportive learning environment conducive to study and personal development. This framework seeks to ensure that students are treated fairly in relation to the assessment of their work and progress within their course, by providing an internal appeal mechanism that reflects the College's commitment to fair academic decision-making.

The College's approach to this policy framework is guided by the following principles.

- i. The College will handle all student grievances and appeals regarding academic and non-academic decisions in a procedurally fair and reasonable manner, having regard to the principles of timeliness, confidentiality, absence of bias and freedom from victimisation.
- ii. Students of the College or those seeking to enrol in a course of study with the College are entitled to access the grievance and appeal procedures set out in this framework, regardless of the location of the campus at which the grievance has arisen, the student's place of residence or the mode in which they study.
- iii. Grievances and appeals will be responded to promptly, with minimum stress and maximum protection for all involved.
- iv. The complainant, respondent, or appellant will not be victimised or discriminated against in any of the stages set out in this framework. The complainant, respondent and appellant have the right to be represented by a third person (such as a family member, friends, counsellor or other professional support person) if they so desire.
- v. Any complainant or appellant who is disadvantaged in any way in their ability to present their case should be allowed the support and advice they need to participate effectively. To provide for this, a Student Advocate will be available to attend any and all meetings involving the student, should the student wish to have them there as support.
- vi. The College will generally not act on anonymous complaints.
- vii. All complaints about the following issues are reported to the Chief Executive Officer, even if such complaints are made anonymously:
  - a. abuse of children or young people
  - b. sexual assault
  - c. unlawful activities, corrupt behaviour or serious criminal behaviour
  - d. any threat to safety or security.

- viii. Information on grievance and appeals processes is readily available to staff and students through the College website, Student Handbook, Staff Handbook, and is referenced in many College policies, procedures and frameworks.
- ix. Staff are trained in the implementation of grievance and appeals policies and procedures during staff orientation.
- x. Students are given information regarding Grievance and appeals policies and procedures during student orientation.
- xi. Students should normally have a right of access to all documents concerning their Grievance and/or appeal. Such access is governed by the *Government Information (Public Access) Act 2009* (NSW).

Non-compliance with this policy framework may result in disciplinary action in accordance with College by-laws.

## 2 Scope

This framework applies to all staff and students of the College and those seeking to enrol in a course of study with the College, regardless of the location of the campus at which the grievance has arisen, the student’s place of residence or the mode in which they study.

## 3 Roles and responsibilities

The following stakeholders have a responsibility in relation to this policy Framework.

Role	Responsibility
Academic Registrar	<ul style="list-style-type: none"> <li>• Chairs all Stage 2 Student Grievance Committee hearings</li> <li>• Files all documents relating to Stage 3 grade appeals in confidential storage.</li> <li>• Reports regularly to the Learning and Teaching Committee on the implementation of this Grievance Framework. As required under the <i>Higher Education Support Act 2003</i>, such reports will not name or otherwise identify any persons involved in grievances or their resolution.</li> <li>• Keeps records of grievances and their outcomes strictly confidential.</li> <li>• Ensures any recommendations arising out of a Stage 2 or 3 grievance are implemented.</li> </ul>
Appellant (person making application for appeal of assessment grade)	<ul style="list-style-type: none"> <li>• If concerned about any academic mark or grade:               <ul style="list-style-type: none"> <li>○ discuss issue informally with lecturer within five working days and if their concern is still unresolved, approach Course Convenor or Program Director, either formally or informally, within 10 working days of the outcome of Stage 1 grade appeals.</li> <li>○ if they perceive there is grounds for further appeal, they may then appeal to the Head of School by completing the <a href="#">Appeal of Assessment Grade</a> form.</li> </ul> </li> </ul>

Assessment Officer	<ul style="list-style-type: none"> <li>• Conducts the first review of the grievance, as outlined in Stage 1</li> <li>• Conducts an investigation of the alleged incident by compiling necessary supporting evidence, including interviews or meetings with relevant stakeholders.</li> <li>• May request an interview with the complainant if they feel further questions and elaboration are necessary to form a conclusive decision.</li> <li>• Gives the complainant comprehensive advice about the grievance outcome</li> <li>• If the grievance proceeds to Stage 2, presents the grievance and evidence to the Grievance Committee outlining the reasons for their decision in Stage 1.</li> </ul>
Assistant Registrar	<ul style="list-style-type: none"> <li>• Acts as Assessment Officer for academic and non-academic grievances</li> </ul>
Case Manager	<ul style="list-style-type: none"> <li>• Receives the initial Student Grievance Notification and acknowledges the receipt of the grievance within five working days</li> <li>• Determines the appropriate Assessment Officer and forwards the matter</li> <li>• Compiles all relevant evidence</li> <li>• Maintains all correspondence between the complainant and the College and acts impartially at all times</li> <li>• Arranges meeting with the Assessment Officer and any other relevant stakeholders, such as Head of School, Quality staff, or others</li> <li>• Convenes the Student Grievance Committee for Stage 2 Grievances</li> <li>• Refers Stage 3 Grievances to the appropriate external reviewer</li> <li>• If required, provides to the complainant the contact details of the closest Administrative Appeals Registry and the approximate costs of lodging an appeal with the Administrative Appeals Tribunal</li> <li>• Updates the Grievance Register and saves a copy of all records within the Registrar’s Office repository for confidential storage for a period of five years.</li> <li>• Attends meetings with the complainant to take minutes, ensuring that the policy and procedure are correctly followed, and that the complainant is aware of their rights throughout the process</li> <li>• Acts as a support for the student, especially in the event that the student does not bring their own support person with them</li> <li>• Provides advice and support to students wishing to resolve non-academic concerns or difficulties directly with a person before it becomes a formal grievance</li> </ul>
Chief Executive Officer (CEO)	<ul style="list-style-type: none"> <li>• Acts as Assessment Officer and accesses external professional expertise regarding reports of grievances about alleged abuse to children or young people, unlawful activities, corrupt behaviour, serious criminal behaviour, or any concerns involving safety or security, ensuring such matters are managed under the law</li> </ul>
Complainant (person making application for student grievance)	<ul style="list-style-type: none"> <li>• Ensures that the matter raised has substance and is genuine</li> <li>• Raises the matter in the first instance within 20 working days of the situation or decision causing concern, via the completion of the Student Grievance Notification</li> </ul>

	<ul style="list-style-type: none"> <li>• Participates in the process in an appropriate manner and honours any agreement reached to resolve the grievance</li> </ul>
Compliance Officer	<ul style="list-style-type: none"> <li>• Acts as Assessment Officer for grievances where a conflict of interest exists for the Assistant Registrar</li> </ul>
Course Convenor/Coordinator or Program Director	<ul style="list-style-type: none"> <li>• Reviews any informal grade appeals under Stage 2 of the resolution process for appealing a grade</li> <li>• Acknowledges receipt of a formal grade appeal in writing within three working days</li> <li>• Within 10 working days of receiving the appeal, either: <ul style="list-style-type: none"> <li>○ review the assessment and uphold the appeal, progressing it to Stage 3 by advising the Head of School</li> <li>○ dismisses the appeal in writing, advising the reasons why.</li> </ul> </li> </ul>
Head of School	<ul style="list-style-type: none"> <li>• Resolves academic appeals concerning assessment grades under Stage 3 of the appeal process then advises the student in writing of their decision within 10 working days, setting out the reasons for the academic decision</li> <li>• Forwards any academic grievances under Stage 3, including all related documents, to the Academic Registrar</li> </ul>
Staff	<ul style="list-style-type: none"> <li>• Handle grievances with fairness, which demands that: <ul style="list-style-type: none"> <li>○ complainants' concerns be responded to promptly and handled in a consistent and transparent manner</li> <li>○ all parties be heard, treated without prejudice, informed of any allegation relating to them and given the opportunity to respond to such allegation, and kept informed about the status of a grievance</li> <li>○ every care is taken to ensure that complainants will not suffer any disadvantage as a result of raising a grievance.</li> </ul> </li> <li>• Refer all complaints about the following issues to the Chief Executive, even if such complaints are made anonymously: <ul style="list-style-type: none"> <li>○ abuse of children or young people</li> <li>○ sexual assault</li> <li>○ unlawful activities, corrupt behaviour or serious criminal behaviour</li> <li>○ any threat to safety or security.</li> </ul> </li> <li>• Attend and engage with training and implementation of grievance policies and procedures during staff orientation</li> <li>• Provide students with a copy of this framework and advise students of the next step in escalating their concern</li> <li>• Teaching staff should give any student concerned about an academic decision a full explanation of the reason(s) for the decision</li> </ul>
Student Grievance Committee	<ul style="list-style-type: none"> <li>• Decide on the resolution of Stage 2 Grievances within a reasonable time, normally within 20 working days of receipt of the grievance: <ul style="list-style-type: none"> <li>○ Receive and review student grievances not resolved by the end of Stage 1 of the student grievance procedures</li> <li>○ Ensure that the student is appropriately supported and that no one is victimised through the grievance process</li> <li>○ If necessary, engage in communication with any parties to the grievance to ensure the best and fairest outcome</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Maintain the privacy and confidentiality of issues and records</li> <li>○ After due consideration of all the relevant issues, make a decision regarding the resolution of the grievance</li> <li>● As a result of the grievance process, the Student Grievance Committee can, through the Academic Registrar, make recommendations to the Learning and Teaching Committee for changes to academic systems or procedures, and to the Management Committee for improvements to the College’s non-academic systems or processes</li> <li>● The Student Grievance Committee can also make recommendations for review of the Student Grievance Framework.</li> </ul>
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## 4 Definitions

For the purpose of this policy Framework, the following definitions apply.

Term	Definition
academic decision	A decision made by the College that affects the academic assessment or progress of a person within their course.
academic grievance	A grievance which relates to any academic matter, including, but not limited to, unit enrolment, curriculum, awards, and course progress. For matters relating to assessment marks or grades, these can only be lodged as an academic grievance after the matter has first been raised within the Appeal of Assessment Grade process and all three stages exhausted.
appellant	Any student wishing to appeal their grade for an assessment.
complainant	The College student or person seeking to enrol in a course of study who has initiated the grievance.
course	A formally accredited program of study at the College.
grievance	A statement of concern reported to a person or persons in authority at the College that requires action or response from the College. A grievance can be about any situation or process affecting the student and can be against a person or people at the College. A grievance is not part of the regular student feedback the College encourages in its continuing commitment to quality improvement, but rather a formal complaint requesting action or response. Grievances may be academic or non-academic.
Grievance Register	A confidential document recording all student grievances maintained and stored by the Registrar’s Office.
non-academic grievance	Grievances that are not academic in nature, including complaints in relation to personal information that the College holds in relation to the student.
respondent	The person against whom a grievance has been initiated under this policy framework.
Student Grievance Committee	A subcommittee of the Learning and Teaching Committee (LTC) charged with the responsibility of deciding on the resolution of Stage 2 Grievances. This committee is convened by the Case Manager and consists of a minimum of three members, ordinarily the Academic Registrar (Chair), the Manager of Regulation and Accreditation, and either the Chief Academic Officer (academic grievances) or the Chief Executive (non-academic

	grievances). The Committee will consult further with any party as required, where expertise and knowledge on specific matters may be required. For example, a member of the Finance Department may be invited to attend a meeting relating to fees, or a member of the Research Department invited to a meeting relating to thesis submission. Refer to TOR-07 Student Grievance Committee Terms of Reference for further information.
student	Anyone enrolled in a course of study, including non-award study, at the College.
prospective student	Anyone who has applied for enrolment into a course of study, including non-award study, at the College, and where their application is still pending and has not been withdrawn by the person making the application.

## 5 Procedures

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

### 5.1 Student grievances

#### 5.1.1 Before a concern becomes a formal grievance

We encourage students, including prospective students, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Students may approach the Case Manager for advice and support with this step.

Should the concerns remain unresolved, students or those seeking admission to a course at the College have access to a three-stage grievance process which is set out below. Stages 1 and 2 are free of cost to the student. Stage 3 (external review) carries a cost to the student of \$100.00. The student remains enrolled in their course while a grievance is being resolved.

Grievances about alleged abuse to children or young people, unlawful activities, corrupt behaviour, serious criminal behaviour, or any concerns involving safety or security do not go through a three-stage process. Instead they are reported to the Chief Executive who will access external professional expertise. Such matters will be managed under the law, with external consultation as appropriate.

#### 5.1.2 The grievance process

Students, including prospective students, have three stages at which a grievance may be addressed.

At all stages of the process, reasons and a full explanation in writing for decisions and actions taken as part of the procedures will be provided to the complainant and/or respondent:

- including provisions for corrective actions
- specifying timeframes to ensure remedial actions are prompt
- cross-referencing quality assurance documentation (where applicable) to ensure continuous improvement, e.g. Quality Assurance and Improvement Plan.

In exceptional circumstances, and particularly where a conflict of interest may exist for the complainant or the Assessment Officer of the grievance, it is possible for a grievance to be escalated directly to Stage 2 or Stage 3. This can occur in two ways:

- At the request of the **complainant** and where appropriate evidence can be provided supporting their reasons for the request
- At the request of the **Assessment Officer** where they perceive a conflict of interest may exist with themselves in assessing the case, and where the Compliance Officer is also unable to assess the case due to a similar conflict or other reasons.

In both cases, the Case Manager must be informed and the grievance escalated to the appropriate stage.

A complainant may decide to withdraw their grievance at any time. To do so, they simply need to indicate their desire to withdraw the grievance in writing to the Case Manager. If at any time a complainant fails to respond to any communication during the grievance process, either from the Case Manager or the Assessment Officer, for a period of more than 10 working days, it will be assumed that the complainant no longer wishes to pursue the grievance and the matter will be closed.

### Stage 1

In the first instance, and within 20 working days of the situation or decision causing concern, the complainant completes the Student Grievance Notification, attaching all relevant documentation. This notification is automatically sent to the Student Services Coordinator, who becomes the Grievance Case Manager, and who acknowledges receipt of the grievance within five working days and determines the appropriate Assessment Officer, as follows:

Type of Grievance	Assessment Officer
Abuse of children or young people, sexual assault, unlawful activities, corrupt behaviour or serious criminal behaviour, any perceived threat to safety or security	Chief Executive
Non-academic grievances (other than those above)	Assistant Registrar
Academic grievances	Assistant Registrar
Academic and non-academic grievances (where conflict of interest exists)	Compliance Officer

Table 1: Types of Grievances and Assessment Officers

On receiving a grievance, the Assessment Officer, in collaboration with the Case Manager, will:

- advise the complainant of their right to an interview if needed, and in which case to be accompanied and assisted by a third party if so desired (in most cases this third party will be the Student Advocate, unless unavailable in which case another member of the Registrar’s Office will attend in their place)
- facilitate resolution in a timely manner, normally within 10 working days from receipt of the grievance
- where other parties are involved, monitor the process to ensure a mutually acceptable resolution is reached without undue delay



- where the matter is explicitly covered under the *Higher Education Support Act 2003* (HESA) and/or College policy, facilitate the outcome dictated by the Act or policy
- give the complainant comprehensive advice about the outcome
- update the Grievance Register and the original report online and save a copy of all records in the relevant SharePoint folder for secure storage for a period of five years.

After an outcome to the grievance has been provided to the complainant, the complainant has 10 working days in which to indicate their desire to move the Grievance to Stage 2. If they do not respond within that time, it is assumed that the outcome has been accepted and the grievance will be considered closed.

## Stage 2

The second stage of the process at which a grievance is addressed requires the involvement of the Student Grievance Committee. Either the Assessment Officer or the complainant can move a grievance into Stage 2.

Grounds under which a student can escalate their case to Stage 2 are limited to the following:

1. **Evidence not considered:** the complainant can demonstrate that evidence they provided was not taken into consideration by the Assessment Officer when making their decision.
2. **New evidence available:** new evidence is now available that was not previously available to provide as part of Stage 1. This *does not* include evidence that previously was available and not provided in time for review. It must be evidence that is *newly available* since the time of the Stage 1 application, or that the complainant could not access previously due to unforeseen or compelling circumstances.
3. **Decision inconsistent with policy:** the complainant has evidence to show that the decision is not consistent with a current policy, procedure or framework of the College.
4. **Insufficient evidence or reason for decision:** the complainant can show that the Assessment Officer has not provided clear reasoning and/or evidence to justify their decision.

The Case Manager will assess any request to escalate a case to Stage 2 and may seek the advice of the Academic Registrar in doing so, especially in complex cases or in cases where the Case Manager is inclined to deny the request to go to Stage 2. Alternatively, the Assessment Officer may convene the Student Grievance Committee to consider a grievance that remains unresolved by the process outlined above. The Student Grievance Committee will deal with the grievance within a reasonable time, normally within 20 working days of receipt of the grievance.

The Case Manager advises the complainant in writing of the decision in a timely fashion, normally within 30 days of the commencement of the Stage 2 grievance resolution process. The Student Advocate also advises that the complainant has the right to request that the matter be dealt with through an external review of the committee's decision, informing the complainant of the \$100 external review fee.

The Case Manager updates the Grievance Register and saves a copy and all records within the Registrar's Office repository for confidential storage for a period of five years. Parties to the grievance will be allowed supervised access to these records within 48 hours of the Academic Registrar receiving a formal request.

After an outcome to the grievance has been provided to the complainant, they have 10 working days in which to indicate their desire to move the grievance to Stage 3. If they do not respond within that time, it is assumed that the outcome has been accepted and the grievance will be considered closed.

### **Stage 3**

If not satisfied with the decision rendered at Stage 2, or if insufficient grounds were provided for the matter to be escalated to Stage 2, the complainant may, within 10 working days of receiving the decision, submit a request in writing to the Case Manager that the matter be further reviewed by an external reviewer. The request must be in English. The complainant needs to ensure that this request presents a substantial reason for an external review of the decision and must include all documents relevant to the case so the external reviewer can get a full understanding of the grievance.

Stage 3 carries a cost of \$100 for the student. Any further costs incurred in the external review will be borne by the College.

For grievances involving international students, the Case Manager will refer the matter to the Office of the Commonwealth Ombudsman. This office will then coordinate any further investigation and make a final decision. Both the student and the College are expected to cooperate fully with their requests and respect any resolution (or suggested resolution) arrived at.

For grievances involving domestic students, an external reviewer will be appointed by Independent Higher Education Australia (IHEA).

On receipt of a written request from a domestic student complainant for external review of the decision made in Stage 2, the Case Manager will contact the Executive Officer of IHEA to arrange this appointment and will assist the complainant in making contact with the external reviewer.

IHEA will be provided with copies of the request and other documentation relating to the grievance and will retain them on file for a period of five years. The reviewer appointed by IHEA will be an appropriately qualified person (such as a retired academic, higher education administrator and/or practitioner, or qualified mediator) available to carry out this role. All information provided to IHEA and the external reviewer will be treated as confidential. Within 30 working days of receipt of the grievance, the external reviewer will provide to the Case Manager the written outcome of the review, together with any recommendations.

For grievances involving either international or domestic students, within 20 working days of receiving the external review decision and recommendations, the Case Manager will forward any recommendations arising out of the external review to the Academic Registrar, who will raise such recommendations with the relevant staff and/or committees to ensure that they are implemented. The Case Manager will give the complainant comprehensive written advice about the outcome, and file all records in confidential storage.

If the complainant is not satisfied with a decision of the external reviewer that has implications for a FEE-HELP debt, the complainant has the right to apply to the Administrative Appeals Tribunal for a review of this decision that has been confirmed, varied or set aside under section 209-5 or 209-10 of the *Higher Education Support Act 2003* (Cth). The Case Manager will provide to the complainant the contact details of the closest Administrative Appeals Registry and the approximate costs of lodging an appeal with the Administrative Appeals Tribunal.

## 5.2 Appealing a grade

### 5.2.1 Stage 1: Resolution with lecturer/tutor

Most appeals should be resolved at this stage.

- i. If a student is concerned about any academic decision, within 5 working days of the academic decision being made they should first discuss the issue informally with the relevant lecturer/tutor.
- ii. The lecturer should give the student a full explanation of the reason(s) for the academic decision.
- iii. If a student's concerns are not resolved by this means, then the lecturer/tutor should:
  - a. explain the next step and the procedure which is set out at Stage 2.
  - b. give the student a copy of this student Grievance Framework or advise the student how to access this Framework online.

### 5.2.2 Stage 2: Appeal to the relevant Course Convenor/Coordinator or Program Director

If a student's concerns cannot be resolved under Stage 1, the appellant may appeal to the Course Convenor/Coordinator or Program Director.

#### **Informal appeal**

The appellant may approach the Course Convenor/Coordinator or Program Director on an informal basis. The appellant should do this within 10 working days of the outcome of discussion with the lecturer/tutor. The student may, if not satisfied, lodge a written formal appeal.

#### **Formal appeal**

- i. The appellant must submit their written appeal to the Course Convenor/Coordinator or Program Director, including any supporting evidence:
  - a. within 10 working days of the date on which they were advised of the outcome of discussions under Stage 1
  - b. in the case of academic decisions relating to completion of a unit of study, within 10 working days of the unit of study result being published after moderation
  - c. or such other extended time as the Course Convenor/Coordinator or Program Director may reasonably authorise, at their absolute discretion.
- ii. Applications that do not have adequate evidence will not be accepted for consideration.
- iii. The Course Convenor/Coordinator or Program Director must acknowledge receipt of the appeal in writing within three working days.
- iv. The Course Convenor/Coordinator or Program Director will review the appeal and documentation and within 10 working days either:
  - a. review the assessment and uphold the appeal, progressing it to Stage 3 by advising the Head of School.

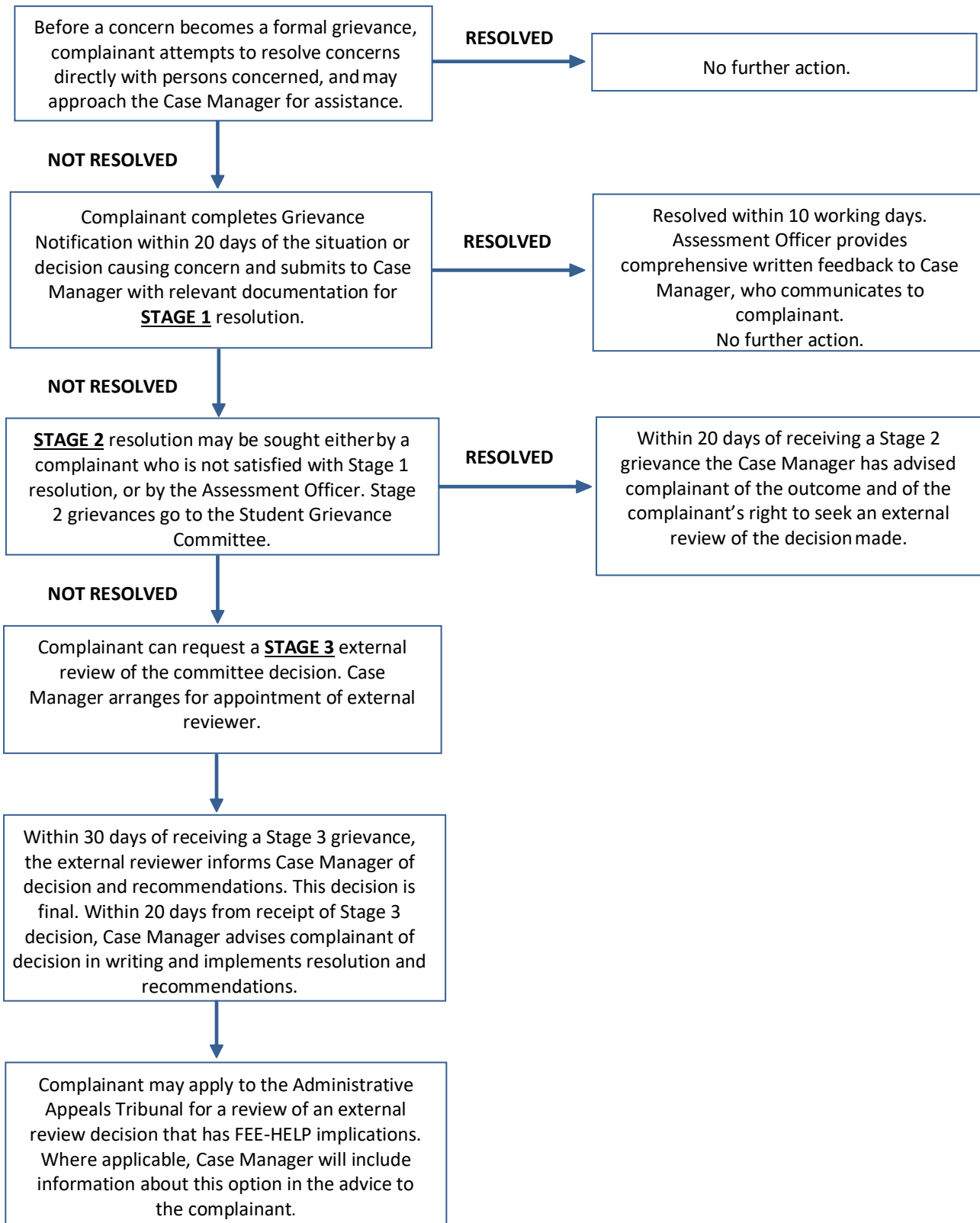
- b. dismiss the appeal in writing and advise of the reasons for the academic decision and that if the appellant does not agree with the decision, then the appellant has a right of further appeal under Stage 3.

### 5.2.3 Stage 3: Appeal to the Head of School

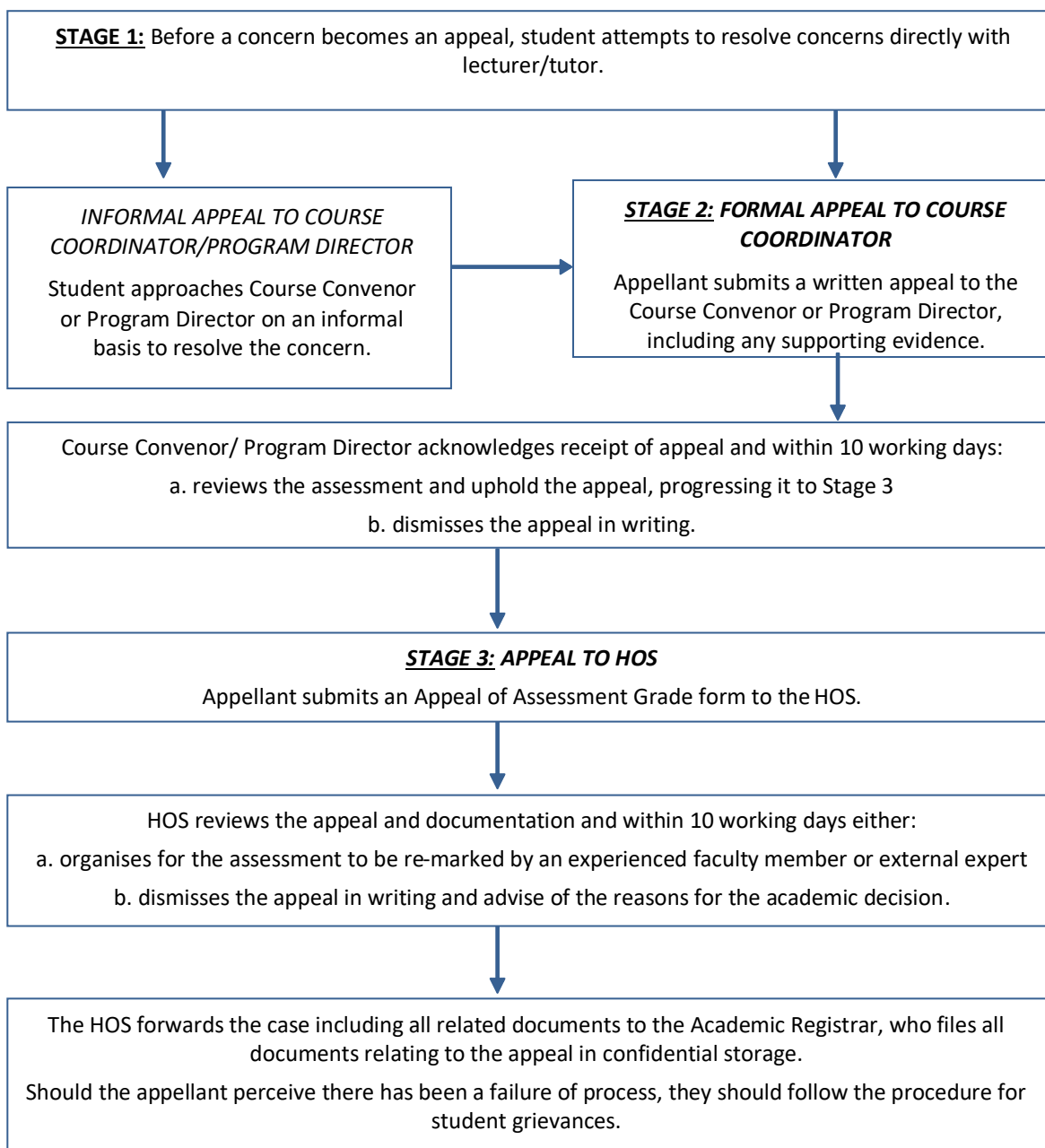
- i. If the appellant perceives there is grounds for further appeal, they may then appeal to the Head of School by completing the [Appeal of Assessment Grade](#) form.
- ii. The Head of School will review the appeal and documentation and within 10 working days either:
  - a. organise for the assessment to be re-marked by an experienced faculty member or external expert who did not originally mark the assessment.
  - b. dismiss the appeal in writing and advise of the reasons for the academic decision.
- iii. In the event of an assessment being re-marked, the re-marked result will be the officially recorded result for that assessment item.
- iv. The decision of the Head of School is final.
- v. The Head of School will forward the case including all related documents to the Academic Registrar, who files all documents relating to the appeal in confidential storage.
- vi. Should the appellant perceive there has been a failure of process, they should follow the procedure for student grievances.

## 6 Flowcharts

### 6.1 Student grievance



## 6.2 Appealing a grade



## 7 Document status and governance

<b>Responsible Officer</b>	Academic Registrar	Date created: August 2023 Date of last review: August 2023
<b>Approving Authority</b>	Academic Board	Meeting date: 10 August 2023 Agenda item number: 8.8
<b>Publication</b>	Version 1 (Public)	October 2023
<b>Related documents and references</b>	<p><b>External documents</b></p> <p><a href="#">Higher Education Support Act 2003 (Cth)</a></p> <p><a href="#">Tertiary Education Quality and Standards Agency Act 2011 (Cth)</a></p> <p><a href="#">Government Information (Public Access) Act 2009 (NSW)</a></p> <p><a href="#">Higher Education Provider Guidelines</a></p> <p>Higher Education Standards Framework (2021)</p> <p><b>Internal documents</b></p> <p><a href="#">Student Grievance Notification</a></p> <p>TOR-07 Student Grievance Committee Terms of Reference</p> <p>PLA-GEN-19 Quality Assurance and Improvement Plan</p> <p><a href="#">Student Handbook</a></p> <p><a href="#">Staff Handbook</a></p>	
<b>HESF</b>	2.4	
<b>Review date</b>	Review of Version 1	October 2026

## 8 Document history

This policy Framework has been amended as follows:

Version	Approved by and date	Sections amended

*This document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version. Anyone printing this document should refer to the website/College policy suite for the latest version.*

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