

Student Grievance

Policy Number: POL-D.024

Responsible Officer: Johan Pienaar (Director/CEO)

Date of Approval: July 2014

Scheduled review: 12-monthly

Review Expiry Date: 30 April 2018

Cross References: Higher Education Support Act 2003); VET Student Loans Act (2016).

Flight Training Adelaide (FTA) is committed to providing an efficient and effective academic and non-academic grievance handling process for all students, ensuring that matters are resolved confidentially in a fair and timely manner. Grievance means an actual or supposed circumstance regarded as just cause for complaint.

The process applies to academic matters which includes matters that relate to student progress, assessment, curriculum and awards in a VET course of study and non-academic matters which includes matters such as, but not limited to, harassment, discrimination, fines, payments, financial matters and complaints in relation to personal information that FTA holds in relation to the student or complaints against FTA's process.

Student Progress

FTA monitors, records and assesses course progress on students. Unsatisfactory progress will be communicated to the student and strategies put in place. Unsatisfactory progress is defined as either not completing or demonstrating competency in the course requirement in an acceptable time. FTA has the right to terminate a student based on unsatisfactory progress.

Students with a grievance should first discuss the problem informally with the most appropriate staff member, for example a flying or ground instructor, training manager or Manager Student Welfare. Both parties should do their best to reach a workable solution in the best interest of the student.

If dissatisfied with the outcome, students should submit form ADM-F.048 Student Complaint/Appeal (available on student intraweb) within **one week** of the informal discussion to the Manager Student Welfare (MSW) at gflanagan@flyfta.com

The MSW will formally acknowledge the complaint via email to record a date and forward it to DOT, appointed by the CEO as independent and impartial senior manager. The DOT will investigate the matter and gathers information from relevant parties to determine if the complaint is justified. The DOT will recommend an action to resolve the problem (in consultation with the CEO) via a written report within **two weeks** of the lodgement of the complaint, including reasons for the decision. The DOT will record and document the complaint and proposed solution and may schedule a follow up meeting to ensure the problem has been resolved.

Students are expected to continue their training while a grievance/appeals process is underway, unless determined by FTA management that the grievance/appeals process could have a negative effect on their training from a qualitative and safety perspective.

If the student remains dissatisfied with the proposed solution of the complaint, they can appeal to an external independent mediator within ten working days of when the written report was received. See details below.

FTA has nominated **Office of the Training Advocate** as the external student appeals agent.

Cost: Free service

Location: Ground Floor, 55 Currie Street, Adelaide SA 5000

Contact details:

Office hours: Monday to Friday 8.30am–5.30pm.

Phone: 1800 006 488 (toll free)

Email: trainingadvocate@saugov.sa.gov.au

Post: GPO Box 320 Adelaide SA 5001.

FTA will implement decisions made by an external independent mediator and keep a record of the entire process on the student's electronic file.

Review

The policy will be reviewed every 12 months or more often due to legislation or circumstantial change.



Johan Pienaar
(Chief Executive Officer/Director)