Definitions
For the purposes of this document the following applies:

**The Act** refers to the *Higher Education Support Act 2003*

**Student/s** refers to all persons enrolled in a VET course or persons enrolled in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act and who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

**Complainant** refers to Students who are lodging a complaint with Pragmatic Training Pty Ltd or any of its Associated Entities.

Overview
Pragmatic Training Pty Ltd and its Associated Entities are committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students for both Academic and Non-Academic matters.

**Academic** matters include those matters which relate to student progress, assessment, course content, training environment or awards in a VET course of study.

Non-Academic matters include those matters which do not relate to student progress, assessment, curriculum and awards in a VET course of study and includes complaints in relation to personal information that the VET provider holds in relation to the VET student and the handling of student personal information, the behaviour or actions of a Pragmatic Training (or any of its Associated Entities) staff member and the behaviour or actions of another student.

Complainants are entitled to access this grievance procedure regardless of the location of the campus at which the grievance has arisen, the Complainant’s place of residence or mode of study.

Responsibility
All senior management staff are responsible for the implementation of this policy and procedure and for ensuring that all staff are fully trained in its operation and that all students are made aware of its availability on the company’s website.

Informal Grievance Procedure
In the first instance students will contact their classroom or allocated Trainer to discuss any issues or concerns they may have.

If the student is dissatisfied with the outcome of their discussion with the Trainer, they can escalate the matter by sending an email to the Training Coordinator, explaining their issue or concern.

The Training Coordinator will investigate the student’s issue/concern and respond to the student within 5 Business days of the date of the student’s email.

The student will be advised of their right to access the Formal Grievance procedure, if they are still dissatisfied with the outcome at this stage.
Formal Grievance Procedure
The General principles that will apply to all stages of this grievance procedure will be adhered to by all staff at Pragmatic Training Pty Ltd and its Associated Entities. These principles are as follows:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored electronically in a specific secure location and within a folder that will only be accessible to Senior Management.
- A Complainant shall have access to this grievance procedure at no cost.

Stage One
Formal grievances should be submitted in writing to the Training Manager at Pragmatic Training Pty Ltd.

The Training Manager will assess the grievance and will bring the matter to the VFH Committee for a determination to be made. The Training Manager will advise the Complainant in writing and within 14 days, of the Committee’s decision and the outcome of the grievance.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two
If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Compliance Manager.

The Complainant’s appeal will be reviewed and determination made by the Compliance Manager who is a totally independent person not associated with the training function.

The Compliance Manager will conduct all necessary consultations with the Complainant and other relevant persons and where necessary discuss the matter with the members of the VFH Committee so as to make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 14 days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three
If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution body appointed for this purpose by Pragmatic Training.

Pragmatic Training will source an independent mediator through LEADR – an association of Dispute Resolution specialists.

The contact details for LEADR are:
Level 1 13 – 15 Bridge Street
SYDNEY NSW 2000
Phone: 02 9251 3366
Email: leadr@leadr.com.au
Costs of such mediation will be shared equally by Pragmatic Training and the Complainant.
The parties must be available to attend mediation within 30 days.
Pragmatic Training will give due consideration to any recommendations arising from the external review within 14 days.

Publication
This Student Academic & Non-Academic Grievance Policy and Procedure will be made available to Students enrolled with Pragmatic Training through its publication on the company’s website www.pragmatictraining.com.au and the Student Handbook.

This version of the Student Academic & Non-Academic Grievance Policy and Procedure was agreed to and ratified by Pragmatic Training Management on 19 September 2014.