

Academic Grievance and Appeals Procedures

Enrolled and prospective students have the right to appeal against academic decisions taken by Le Cordon Bleu Australia administrative and academic staff, and against academic decisions taken by staff of partner institutions. To ensure that all potential students (enrolled or prospective students) are included, any person making a complaint or appeal will be referred in this document as 'complainant'.

Complainants should know that:

- All complainants may lodge an appeal regardless of their campus, mode of study and place of residence
- Formal appeals must be lodged within 20 working days in writing
- Complainants will not be charged any fees for appeals in the internal LCBA process
- Complainants and respondents will be supplied a written outcome within 45 days of receiving the appeal. The written outcome will include the decisions and actions to be taken as a result of the appeal application. Where an outcome requires additional time, all parties will be notified prior the expiry of the 45 day period.
- LCBA will commence investigations within 10 working days and will complete them in a timely manner
- His/her enrolment and learning opportunities will be maintained whilst internal academic appeals are being conducted but the complainant may be suspended from attending classes
- There may be more than one level of appeal within the LCBA internal appeals process
- Complainants may seek an external appeals process after exhausting all internal avenues of appeal
- the complainant and respondent will not be victimised or discriminated against in any appeal process outlined in this policy
- the complainant and/or respondent may be accompanied and supported by a third party where preferred
- Any recommendations provided through either an internal or external review in relation to a complainant grievance will be provided to the Academic Director for implementation. Implementation of such recommendations will be commenced within 10 working days of receipt of the recommendation and in accordance with LCBA governance and quality procedures eg a Change of Grade to be implemented within 10 working days and ratified at the next Academic Board meeting. Any change to LCBA policy will be ratified by the appropriate body and at the earliest opportunity.

- Records of all grievances and applications for review of decisions will be kept within the complainant's file and can be accessed under supervision for a period of 5 years. All records are considered confidential and will have restricted access to only appropriate staff.
- 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.
- This policy has been ratified by the LCBA Board of Directors and is published for all students and staff in Student Handbooks and on LCBA's website:

<http://www.lecordonbleu.com.au/adelaide/policies/en>. The Academic Director is responsible for the training of academic and support staff in the application of the policy.

All grievances will be dealt with in a professional and timely manner within the principles of natural justice. However, in each case, where an appeal is not received within 20 working days, a decision or outcome will be considered final.

Academic Grievances Procedures are for grievances which relate to complainant progress, assessment, curriculum and awards in a course of study including:

- Course Credit application outcomes
- Assessment and Examination Results
- Final Grades
- Unsatisfactory Academic Progress
- Academic Misconduct

Should a complainant wish to discuss these procedures or seek assistance with an appeal, he/she should firstly contact the Student Services Office. Please note: Student Services staff are not responsible for the appeals procedures nor are they able to change decisions or outcomes.

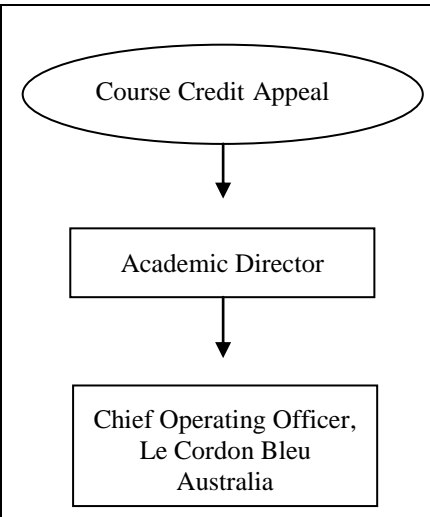
Contact:

Student Services, Le Cordon Bleu Adelaide
Days Rd
REGENCY ROAD, SA, 5010
Ph: 08 8348 3000
Fax: 08 8346 3755
Email: studentservicesadelaide@cordonbleu.edu

Where a complainant has exhausted the internal LCBA procedures against Unsatisfactory Academic Progress, they may seek an external appeals process as outlined in “External Appeals” below. However LCBA is only obliged to await the decision of one external process before reporting the matter to DEEWR. For other types of academic grievance, as per general grievances, LCBA is not required to await the results of such external appeals.

External appeals might only be heard if all internal steps have been exhausted and may only be heard on the grounds that either LCBA did not follow its own procedures or if the complainant was not offered an appeal process at all. There may be a minimal fee charged to the complainant by the External party for the external appeals process (see “External Appeals” below for further information).

APPEALS AGAINST COURSE CREDIT APPLICATION OUTCOMES

<p><u>Summary:</u></p> <p>A complainant wishing to appeal the result of an Application for Course Credit must write to the Academic Director.</p> <p>If the complainant is not satisfied with the outcome of the appeal, he/she should then write to the Chief Operating Officer of Le Cordon Bleu Australia.</p>	 <pre> graph TD A([Course Credit Appeal]) --> B[Academic Director] B --> C[Chief Operating Officer, Le Cordon Bleu Australia] </pre>
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- a) Upon receiving an outcome of an Application for Course Credit, a complainant may lodge a formal appeal through the following process:
- i. In writing within 20 working days of the date of receiving the outcome
 - ii. In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
 - iii. To the Academic Director. Submissions can be posted, emailed, faxed or delivered in person to the Student Services office. Submissions should be directed to:

Academic Director, ASU
 Le Cordon Bleu Australia
 Days Rd
 REGENCY PARK SA 5010
 Fax: 08 8346 3755
 Email: Australia@cordobleu.edu

- b) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Academic Director may seek a review of the original application for Course Credit by an independent, impartial and senior person to the original assessor. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Academic Director to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.
- c) A complainant may appeal the decision of the Academic Director:
- i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Academic Director's decision
 - iii. In a business-style letter, stating the reason for the appeal and with documentary evidence and providing all contact details for the complainant
 - iv. To the Chief Operating Officer of LCBA, Days Rd, Regency Park, SA, 5010
- d) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Chief Operating Officer of LCBA or nominee (independent, impartial and senior to the Academic Director/nominee) will review the process undertaken by LCBA staff. Where required, the complainant may be called to attend an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The investigation will be deemed as final and will conclude with a written response from the Chief Operating Officer of LCBA to the complainant.

APPEALS AGAINST ASSESSMENT AND EXAMINATION RESULTS

<p><u>Summary:</u></p> <p>A complainant wishing to make a formal complaint or appeal concerning specific course matters, including individual assessment tasks, assessment and examination results must raise the matter in the first instance with the relevant lecturer, then the Program Manager in the second instance.</p> <p>Where the complainant wishes to appeal against a decision of the Program Manager, he/she must contact the Academic Director.</p> <p>If the complainant is not satisfied with the outcome of the appeal, he/she should then write to the Chief Operating Officer of Le Cordon Bleu Australia.</p>	<pre> graph TD A([Assessment and Examination Results Appeals]) --> B[Lecturer] B --> C[Program Manager] C --> D[Academic Director] D --> E[Chief Operating Officer, Le Cordon Bleu Australia] </pre>
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- a) Upon receiving an Assessment or Examination result, a complainant can seek clarification of his/her result with the lecturer of the subject or course. The complainant must seek clarification within 20 working days of the publication of that result. The complainant should email his/her query and may request an interview with the lecturer.
- b) A complainant may formally appeal their assessment or examination result through the following process:
 - i. After clarifying his/her result as per point a) above
 - ii. In writing within 20 working days of the date of receiving the result
 - iii. In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
 - iv. To the Program Manager. Submissions can be posted, emailed, faxed or delivered in person via the Complainant Services office.
- c) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Program Manager may seek a review of the result by a qualified person independent and impartial to the original lecturer. Where required, the complainant may be called for an interview to

discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Program Manager to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.

- d) A complainant may appeal the decision of the Program Manager:
 - i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Program Manager's decision
 - iii. In a business-style letter, stating the reason for the appeal with documentary evidence and providing all contact details for the complainant to the Academic Director, LCBA, Days Rd, Regency Park, SA, 5010
- e) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Academic Director or nominee (independent, impartial and senior to the Program Manager/nominee) will review the process undertaken by LCBA staff. Where required, the complainant may be called to attend an interview to discuss the appeal; he/she will be permitted to take a support person to assist him/her with his/her appeal. The investigation will conclude with a written response from the Academic Director to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.
- f) A complainant may appeal the decision of the Academic Director:
 - i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Academic Director's decision
 - iii. In a business-style letter, stating the reason for the appeal and with documentary evidence and providing all contact details for the complainant
 - iv. To the Chief Operating Officer of LCBA, Days Rd, Regency Park, SA, 5010
- g) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Chief Operating Officer of LCBA or nominee (independent, impartial and senior to the Academic Director / nominee) will review the process undertaken by LCBA staff. Where required, the complainant may be called to attend an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The investigation will be deemed as final and will conclude with a written response from the Chief Operating Officer of LCBA to the complainant.

APPEALS AGAINST FINAL GRADES

<p><u>Summary:</u></p> <p>A complainant wishing to lodge a formal appeal concerning a Final Grade, including Professional Experience must raise the matter in the first instance with the relevant lecturer, then the Chair of the Academic Committee or the Chair of the Exam Board in the second instance.</p> <p>If the complainant wishes to lodge an appeal against a decision of the Chair of the Academic Committee, they must write to the Chair of the Academic Board.</p> <p>Complainants may appeal against a decision of the Chair of the Academic Board, but only on the grounds that Le Cordon Bleu policies and procedures were not followed fairly. Appeals should be presented in writing to the Chief Operating Officer of Le Cordon Bleu Australia.</p>	<pre> graph TD A([Final Grades Appeals]) --> B[Lecturer] B --> C[Chair of the Academic Committee / Exam Board] C --> D[Chair of the Academic Board] D --> E[Chief Operating Officer, Le Cordon Bleu Australia] </pre>
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- a) Upon receiving a Final Grade, a complainant may seek clarification of the grade with the lecturer of the subject or course. The complainant must seek clarification within 20 working days of the publication of that grade. The complainant should email their query and may request an interview with the lecturer.
- b) A complainant may formally appeal a Final Grade through the following process:
 - i. After clarifying the grade with the lecturer in charge of the subject or course
 - ii. In writing within 20 working days of the date of receiving the grade
 - iii. In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
 - iv. To the Chair of the Academic Committee (or Chair of the Exam Board where relevant). Submissions can be posted, emailed, faxed or delivered in person via the Complainant Services office.
- c) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Chair of the Academic Committee (or the Chair of the Exam Board) may establish a panel to review the Final Grade but

the panel will not feature the original lecturer. Where required, the complainant may be called to appear before the panel to discuss the appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Chair of the Academic Committee (or the Chair of the Exam Board) to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.

- d) A complainant may appeal the decision of the Chair of the Academic Committee (or the Chair of the Exam Board):
 - i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Chair of the Academic Committee's (or the Chair of the Exam Board's) decision
 - iii. In a business-style letter, stating the reason for the appeal and with documentary evidence
 - iv. To the Chair of the Academic Board, Le Cordon Bleu, Days Rd, Regency Park, SA, 5010

- e) Investigations of the appeal will commence within 10 working days and will be conducted in a timely manner. The Chair of the Academic Board or nominee (independent, impartial and senior to the Chair of the Academic Committee / review panel members) will review the process undertaken by LCBA staff. Where required, the complainant may be called to attend an interview to discuss the appeal; he/she will be permitted to take a support person to assist him/her with his/her appeal. The investigation will conclude with a written response from the Chair of the Academic Board to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.

- f) A complainant may appeal the decision of the Chair of the Academic Board:
 - i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Chair of the Academic Board's decision
 - iii. In a business-style letter, stating the reason for the appeal and with documentary evidence
 - iv. To the Chief Operating Officer of Le Cordon Bleu Australia (LCBA), Days Rd, Regency Park, SA, 5010

- g) Investigations of the appeal will commence within 10 working days and will be conducted in a timely manner. The Chief Operating Officer of LCBA will review the process undertaken by LCBA staff. Where required, the complainant may be called to attend an interview to discuss the appeal; he/she will be permitted to take a support person to assist him/her with his/her appeal. The investigation will conclude with a written response from the Chief Operating Officer of LCBA to the complainant.

- h) Once a complainant has exhausted the above process, they may appeal to an external appeals process – see below for further information.

APPEALS AGAINST UNSATISFACTORY ACADEMIC PROGRESS DECISIONS

<p><u>Summary:</u></p> <p>A complainant wishing to make a formal appeal against an Unsatisfactory Academic Progress decision must write to the Academic Director.</p> <p>Complainants may appeal against a decision of the Academic Director, but only on the grounds that Le Cordon Bleu policies and procedures were not followed fairly. Appeals should be presented in writing to the Chief Operating Officer of Le Cordon Bleu Australia.</p>	<pre> graph TD A([Unsatisfactory Academic Progress Appeals]) --> B[Academic Director] B --> C[Chief Operating Officer, Le Cordon Bleu Australia] </pre>
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a) Upon receiving notification of Unsatisfactory Academic Progress, a complainant may lodge a formal appeal through the following process:

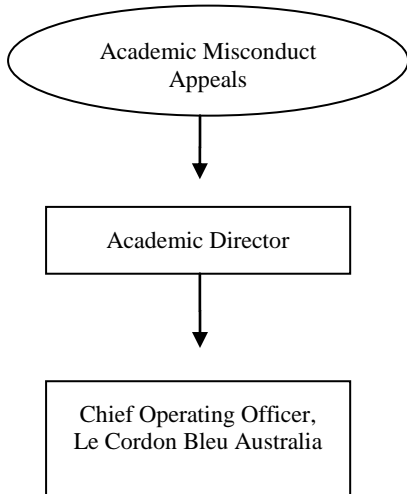
- i. In writing within 20 working days of the date of receiving the notification
- ii. In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
- iii. To the Academic Director. Submissions can be posted, emailed, faxed or delivered in person to the Complainant Services office. Submissions should be directed to:

Academic Director
Le Cordon Bleu Australia
Days Rd
REGENCY PARK SA 5010
Fax: 08 8346 3755
Email: Australia@cordobleu.edu

b) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Academic Director may establish a panel to review the classification of Unsatisfactory Academic Progress. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Academic Director to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.

- c) A complainant may appeal the decision of the Academic Director:
- i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Academic Director's decision
 - iii. In a business-style letter, stating the reason for the appeal and with documentary evidence and providing all contact details for the complainant
 - iv. To the Chief Operating Officer of LCBA, Days Rd, Regency Park, SA, 5010
- d) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Chief Operating Officer of LCBA or nominee (independent, impartial and senior to the Academic Director and/or review panel members) will review the process undertaken by LCBA staff. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The investigation will conclude with a written response from the Chief Operating Officer of LCBA to the complainant. Should no further appeal be lodged within 20 working days, this decision will be deemed as final.
- e) Once a complainant has exhausted the above process, they may appeal to an external appeals process – see below for further information.

APPEALS AGAINST ACADEMIC MISCONDUCT DECISIONS

<p><u>Summary:</u></p> <p>A complainant wishing to make a formal appeal against an Academic Misconduct decision must write to the Academic Director.</p> <p>The complainant may appeal against a decision of the Academic Director but only on the grounds that Le Cordon Bleu policies and procedures were not followed fairly. The appeal should be presented in writing to the Chief Operating Officer of Le Cordon Bleu Australia.</p>	 <pre> graph TD A([Academic Misconduct Appeals]) --> B[Academic Director] B --> C[Chief Operating Officer, Le Cordon Bleu Australia] </pre>
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- a) Upon receiving notification of Academic Misconduct, a complainant may lodge a formal appeal through the following process:
- i. In writing within 20 working days of the date of receiving the notification
 - ii. In a business-style letter, stating clearly the reason for the appeal, providing documentary evidence where appropriate and providing all contact details for the complainant
 - iii. To the Academic Director. Submissions can be posted, emailed, faxed or delivered in person to the Complainant Services office. Submissions should be directed to:

Academic Director
Le Cordon Bleu Australia
Days Rd
REGENCY PARK SA 5010
Fax: 08 8346 3755
Email: Australia@cordobleu.edu
- b) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Academic Director may establish a panel to review the classification of Academic Misconduct. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her in his/her appeal. The review will conclude with a written response from the Academic Director to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.
- c) A complainant may appeal the decision of the Academic Director:
- i. On the grounds that LCBA policies and procedures have not been followed
 - ii. In writing within 20 working days of receipt of the Academic Director's decision
 - iii. In a business-style letter, stating the reason for the appeal and with documentary evidence and providing all contact details for the complainant
 - iv. To the Chief Operating Officer of LCBA, Days Rd, Regency Park, SA, 5010
- d) An investigation of the appeal will commence within 10 working days and will be conducted in a timely manner. The Chief Operating Officer of LCBA or nominee (independent, impartial and senior to the Academic Director and/or review panel members) will review the process undertaken by LCBA staff. Where required, the complainant may be called for an interview to discuss his/her appeal; he/she will be permitted to take a support person to assist him/her

in his/her appeal. The investigation will conclude with a written response from the Chief Operating Officer of LCBA, to the complainant. Should no appeal be lodged within 20 working days, this decision will be deemed as final.

- e) Once a complainant has exhausted the above process, they may appeal to an external appeals process – see below for further information.

EXTERNAL APPEALS PROCESS

- a) Once a complainant has exhausted the internal LCBA process as outlined above, they may appeal to an external appeals process. External appeals providers are as follows:

Domestic students: (as of 18 April 2011, the following have not stipulated any fee)

- i. Higher Education Council, Phone (08) 8207 2168, www.highereducationcouncil.sa.gov.au
- ii. SA Ombudsman: <http://www.ombudsman.sa.gov.au/complaints> or phone 08 8226 8699 or toll free 1800 182 150
- iii. Australian Human Rights Commission: <http://www.hreoc.gov.au>

International students:

- i. The Overseas Students Ombudsman offers a **free** and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information. For South Australian International students, OSO may refer you to the Office of the Training Advocate - <http://www.trainingadvocate.sa.gov.au/Support/InternationalComplainants/tabid/78/Default.aspx>
 - ii. If an International student is dissatisfied with LCBA's complaints and appeals processes, he/she can contact DEEWR through the ESOS mailbox esosmailbox@deewr.gov.au or through the ESOS helpline (02) 6240 5069 – please note that DEEWR will only intervene where LCBA's appeals process was not conducted correctly and/or in compliance with the National Code of Practice 2007 or if LCBA did not make the appeals process available for a student. As of 18 April 2011, no fee is indicated on aei.gov.au for this service.
- b) Complainants should note that:
- i. If the above LCBA procedures haven't been exhausted, he/she may be redirected back to LCBA.
 - ii. A minimal fee may be charged to the complainant by the external appeals process handler – see point a) above. These fees are not within the control of LCBA and are subject to change.

- iii. Whilst they are permitted to seek as many external appeals as they wish, LCBA is only required to await the decision of one process before reporting any enrolment variation, including Unsatisfactory Academic Progress, of a Student Visa holder to the Department of Education, Employment and Workplace Relations (DEEWR).
- iv. Where an external appeal has been sought before an LCBA internal process has not been completed, LCBA may terminate the internal investigation.