



## **C-8.1 Student grievance resolution policy and procedure**

### **1. Purpose**

To facilitate the timely investigation and resolution of [Student Grievances](#) in a manner which is fair and just.

### **2. Scope**

This policy applies to all [AVA CVP Students](#).

### **3. Policy Statement**

[Student Grievances](#) may arise out of academic [Decisions](#), administrative [Decisions](#) and actions, or are general grievances relating to the [AVA CVP Student](#) experience for which the [AVA CVP Student](#) is seeking resolution. The AVA is committed to dealing with grievances in a reasonable timeframe and in a supportive environment, without victimisation or intimidation of anyone connected with the grievance, either during or consequent to the resolution process.

The resolution of [Student Grievances](#) involves stages as follows. The stages are explained further in the Procedures section of this document:

- Informal Resolution (optional)
- Stage 1 – Formal Student Grievance
- Stage 2 – Review of Stage 1 outcome or other Decision
- Stage 3 – Appeal against Stage 2 outcome
- Stage 4 – Application to external agencies

### **4. Principles**

#### **4.1 Principles for resolving Student Grievances**

Any [AVA CVP Student](#), AVA member, or AVA employee involved in a [Student Grievance](#) must participate in good faith and behave according to the relevant Code of Conduct.

The AVA will:

- facilitate access to the [Student Grievance](#) resolution process by widely publicising its procedures and communicate the support available for [AVA CVP Students](#) during the process;
- deal with [Student Grievances](#) promptly within the time limits set out in the procedures and in accordance with the principles of [Procedural Fairness](#);

- ensure that [Student Grievances](#) are properly and impartially considered by the relevant decision-maker, including declaring and managing perceived, potential or actual [Conflicts of Interest](#);
- permit [AVA CVP Students](#) to be accompanied by a [Student Support Person](#) when required to attend meetings associated with the process of resolving the [Student Grievance](#);
- maintain an [AVA CVP Student's Enrolment](#) until the internal grievance resolution process is completed;
- keep the [AVA CVP Student](#) informed of progress in resolving the [Student Grievance](#);
- respect confidentiality by disclosing only information necessary to consider and respond to a [Student Grievance](#);
- explain a [Decision](#) clearly in writing to the [AVA CVP Student](#) including the reasons for the [Decision](#);
- ensure that any subsequent steps an [AVA CVP Student](#) may take in the resolution process, such as submitting an [Appeal](#), are set out in writing as part of a [Decision](#) notification;
- cooperate fully with any review of the [Student Grievance](#) process instigated by an external complaint handling agency;
- maintain confidential records of investigations and outcome in resolving [Student Grievances](#) in accordance with the AVA's record and information management processes.

[AVA CVP Students](#) will:

- attempt to respectfully resolve [Student Grievances](#) as close as possible to the source of the grievance, where it is reasonable and appropriate to do so;
- familiarise themselves the [Student Grievance](#) Resolution Policy and procedures prior to submitting a formal [Student Grievance](#);
- be responsible for accessing assistance and support during the grievance resolution process, if the [AVA CVP Student](#) believes that they require such assistance and support.

## 5. Procedures

### 5.1 Support available to AVA CVP Students

[AVA CVP Students](#) are encouraged to seek support at any time and as often as they require.

There are support staff at the AVA who [AVA CVP Students](#) may access free of charge at all stages of the [Grievance](#) resolution process:

- AVA CVP Program Manager
- AVA CVP Academic Program Director
- Head of Education and Events

[AVA CVP Students](#) may also access free confidential support through the AVA Telephone Counselling Services on 1300 687 327.

## 5.2 Informal resolution

AVA CVP Students are encouraged to try to respectfully resolve their Student Grievance quickly and informally with the Relevant Party most directly concerned with that Student Grievance.

The purpose of the informal resolution process is to:

- establish if the Grievance is a misunderstanding or error; and then
- achieve a prompt, informal resolution as close to the source of the alleged Grievance as possible.

If the AVA CVP Student feels uncomfortable about approaching the Relevant Party, they should seek advice or support from the staff listed in 5.1.

### 5.2.1 Raising an informal Grievance

An AVA CVP Student may raise an informal Grievance face to face, by telephone, videoconference or in writing (including electronically) directly with the Relevant Party. A Relevant Party may be another AVA CVP Student or an AVA Employee.

In approaching the Relevant Party, the AVA CVP Student should give full details about their Grievance and advise their desired outcome. AVA CVP Students are also encouraged to tell the Relevant Party about any underlying issues that may have contributed to or exacerbated the Grievance.

### 5.2.2 AVA Employee options in the informal resolution process

Where the Relevant Party is an AVA Employee, that person may undertake one or more of the following actions in attempting to resolve the Grievance:

- discuss the Grievance with the AVA CVP Student informally and include explanation and clarification of any relevant AVA Policies, Procedures, Decisions or conduct;
- consult with or refer the Grievance to a more relevant AVA Employee or area;
- consult with or refer the AVA CVP Student to relevant AVA support services;
- seek the assistance of relevant AVA support services (that is, an Employee may engage relevant Employee assistance);
- discuss the matter informally with the AVA Chief Executive Officer and provide an outline of the issue raised by an AVA CVP Student;
- arrange a meeting led by a senior AVA Employee between the AVA CVP Student and the Relevant Party or other relevant person(s);

- refer the [Student Grievance](#) to any other more appropriate AVA Procedure or reporting process.

The [Relevant Party](#) must keep records of any discussions with the [AVA CVP Student](#), including the reasons for any [Decision](#), and the [Relevant Party's](#) suggested referrals or recommended actions.

### 5.2.3 Matters unsuitable for informal resolution

Informal resolution does not apply to certain [Decisions](#) made by the AVA. For further details, refer to section 5.4.

## 5.3 Stage 1 - Formal Student Grievance

[AVA CVP Students](#) may lodge a Stage 1 formal [Student Grievance](#) where:

- the [Relevant Party](#) considers that it is not reasonable or appropriate to resolve the matter informally;
- the [AVA CVP Student](#) is dissatisfied with the outcome of the informal process; or
- the [AVA CVP Student](#) chooses not to participate in the informal process.

### 5.3.1 Lodging a formal Student Grievance and timelines

[AVA CVP Students](#) must lodge a [Grievance](#) within six (6) months of the issue arising or when the [AVA CVP Student](#) first becomes aware of the facts and circumstances the subject of the [Grievance](#), whichever is later, unless otherwise prescribed in Policy or Procedure. The AVA will only consider formal [Grievances](#) lodged after six (6) months if the [AVA CVP Student](#) can provide reasonable justification for the delay in submission.

Students who are dissatisfied with a [Decision](#) made by the AVA should refer to section 5.4 of this Procedure for information on how to request a review of the [Decision](#).

Assistance in preparing a formal [Grievance](#) submission may be sought by the [AVA CVP Student](#). [AVA CVP Students](#) involved in the resolution of a formal [Grievance](#) may be accompanied and assisted by a [Student Support Person](#) at any relevant meeting or interview.

Formal [Student Grievances](#) are normally lodged in writing to the AVA by email: [education@ava.com.au](mailto:education@ava.com.au). The AVA will acknowledge receipt of the [Grievance](#) within five (5) business days.

[AVA CVP Students](#) who are unable or do not wish to lodge a [Grievance](#) by email may contact the [AVA CVP Program Manager](#) for advice or to arrange an alternative method for lodging their [Grievance](#). [Grievances](#) lodged via other

methods will be acknowledged in writing by the AVA as soon as reasonably possible following receipt.

[AVA CVP Students](#) who do not lodge a [Grievance](#) personally may authorise another person to lodge on their behalf by complying with the *C/3.8 Student authority to act procedure*.

For information on lodging an anonymous [Grievance](#), refer to section 5.7.2.

When lodging a formal [Grievance](#), the [AVA CVP Student](#) should provide enough information for the [Grievance](#) to be assessed, including:

- the nature of the [Grievance](#) and relevant supporting material;
- the name of the person/s whose alleged actions directly affected the [AVA CVP Student](#) or was most directly involved with, or responsible for, the matter that is the subject of the [Grievance](#);
- all relevant dates or a timeline of events;
- informal resolution efforts to date and why the [AVA CVP Student](#) is not satisfied with the outcome (if applicable);
- if the [Grievance](#) is related to a [Course](#), the Course code, Course name and [Study Period](#) in which the [AVA CVP Student](#) took that [Course](#); and
- the outcome sought. [AVA CVP Students](#) should be aware that not all [Grievances](#) will result in the outcome they seek.

When a formal [Grievance](#) is lodged, a preliminary assessment and triage will be undertaken to determine under which Policy or Procedures a [Grievance](#) will be managed. Where it is determined that the issue does not constitute a [Student Grievance](#), the [AVA CVP Student](#) will be advised of alternative options.

Where it is determined that a [Grievance](#) should be managed under a different Policy or Procedure (such as in the case of alleged Sexual Harassment or alleged [AVA Employee](#) misconduct), the [AVA CVP Student](#) will be advised of the Procedure under which the [Grievance](#) will be managed. In that case, the process and timeframes will follow those set out in the applicable Policy or Procedure and may be different from those described in this Procedure.

When satisfied that the matter should be progressed as a formal [Grievance](#) under this Procedure, it will be referred by the AVA to the relevant [Decision-maker](#) as detailed in the published [Decision-maker](#) schedule, or their nominated representative. If the [Decision-maker](#) is not reasonably available or is not identified in the published table, the [Decision-maker](#) will be nominated by the AVA Chief Executive Officer, or nominee.

### 5.3.2 Investigating a formal Student Grievance

The **Decision-maker** normally will commence investigation of the **Student Grievance** within 10 business days of receipt. Where a **Conflict of Interest** exists, the next most senior **Decision-maker** will nominate an alternative.

The **Decision-maker** may employ a wide range of approaches to investigate the **Grievance** and reach a **Decision**, including fact-finding activities (for example, requesting documentation, checking data systems), having conversations and conducting interviews, or arranging facilitated conversations involving the **AVA CVP Student** and other parties.

These will be undertaken by the **Decision-maker** with due regard to **Procedural Fairness**, confidentiality, timeliness and the safety and wellbeing of all involved parties.

**AVA CVP Students** involved in a Stage 1 **Grievance** resolution process may be accompanied and assisted by a **Student Support Person** at any relevant meeting or interview.

The **Decision-maker** may dismiss the **Student Grievance** if it:

- was lodged after the expiration of the six-month deadline, or the deadline prescribed in the relevant Policy or Procedure, unless the **AVA CVP Student** can provide reasonable justification for the delay in submission;
- has no basis, or does not evidence any disadvantage to the **AVA CVP Student**; or
- is **Vexatious**, without merit or can otherwise be considered an abuse of process.

The AVA will maintain oversight of the **Grievance** process and ensure that a **Decision** has been reached in a timely manner and then communicated to the **AVA CVP Student**.

### 5.3.3 Communicating the outcome of a formal Student Grievance

The **Decision-maker** will make a determination regarding the **Student Grievance** based on the information provided by all parties relevant to the **Student Grievance**.

The outcomes of the Stage 1 investigation may include the **Decision-maker** undertaking one or more of the following actions:

- requesting an error in relation to the **AVA CVP Student** or the **AVA CVP Student's** record be corrected;

- making a [Decision](#) that may or may not be in the [AVA CVP Student's](#) favour;
- dismissing the [Student Grievance](#) as unsubstantiated;
- request the AVA to review and improve existing services and processes;
- issuing an apology to the [AVA CVP Student](#);
- referring the [Grievance](#) as an allegation of misconduct for investigation under the Student General Conduct Policy or the AVA Code of Conduct Policy.

The [Decision-maker](#) will provide a written response to the AVA setting out the findings and the outcome, reasons for the [Decision](#) and any proposed actions to follow.

The [AVA CVP Student](#) will be advised of the outcome by the AVA in writing within five (5) business days of a [Decision](#) being reached. The [Decision](#) notification will outline:

- the reasons for the [Decision](#);
- advice on options to seek a Stage 2 review of the [Decision](#), if available and if the [AVA CVP Student](#) has grounds to do so; and
- support services available to the [AVA CVP Student](#).

The AVA will ensure Relevant Parties to the [Grievance](#) are advised of the outcome, where appropriate, and that any administrative actions necessary to give effect to the [Decision](#) are taken at the time of written notification of the [Decision](#) to the [AVA CVP Student](#).

The [Decision-maker](#) may report to relevant academic or administrative units any apparent problems that they think have arisen out of the administration of relevant AVA Policies and Procedures or other operational processes, in order to facilitate improvement activities.

#### **5.4 Stage 2 - Review of Decision**

Stage 2 of the formal [Student Grievance](#) process applies to [Decisions](#):

- arising from a Stage 1 formal [Student Grievance](#) process; or
- made by the AVA where the policy or procedure relevant to the original [Decision](#) provides an option for the [Decision](#) to be reviewed. For example:
  - a) denial of [Admission](#) or readmission to an AVA CVP program;
  - b) assessment of student fee refunds;
  - c) [Credit](#) assessments;
  - d) Final [Grades](#);
  - e) Disability support or adjustments;

- f) [Show Cause](#) submissions by [AVA CVP Students](#) in response to a [Notice of Intention to Exclude](#) are deemed to be the equivalent of requesting a Stage 2 Review. [Show Cause](#) submissions are submitted in accordance with the relevant section the *C/3.3 Academic progress procedure*.

#### 5.4.1 Lodging a review request and timelines

A request to review a [Decision](#) arising from a Stage 1 formal [Student Grievance](#) or other [Decision](#) made by the [AVA](#) must detail the reasons for the request, and must include at least one of the following:

- relevant factors that the original [Decision-maker](#) did not take into account;
- irrelevant factors that the original [Decision-maker](#) took into account but should not have;
- why the original [Decision](#) was incorrect, given the circumstances in which the matter arose;
- additional relevant information; or
- procedural errors.

The [AVA CVP Student](#) has the option of requesting assistance in preparing a review application from a [Student Support Person](#).

A review application must be submitted within 20 business days of notification of the [Decision](#) relevant to the review, except where otherwise prescribed in Policy or Procedures or where [Special Circumstances](#) apply (refer to the *B/3.5 Assessment of special circumstances procedure* for guidance).

[AVA CVP Students](#) must submit their review application and any relevant supporting documentation to the AVA by email [education@ava.com.au](mailto:education@ava.com.au) .

Applications for review should contain as much detail as possible regarding:

- the reason/s for the [AVA CVP Student's](#) review request;
- the timelines for events relevant to the review;
- what action has been taken to resolve the matter to date;
- any evidence available to support the review;
- the outcome the [AVA CVP Student](#) is seeking; and
- where applicable, additional supporting material to describe any [Special Circumstances](#) not raised previously.

The AVA will acknowledge receipt of the review application within five (5) business days.



When a review application is lodged, a preliminary assessment will be undertaken by the AVA to confirm that the review request clearly identifies the reasons why the [AVA CVP Student](#) believes that the [Decision](#) should be reviewed.

Where the AVA considers that an [AVA CVP Student](#)'s request does not clearly identify the aspects of the [Decision](#) which have caused the [AVA CVP Student](#) to believe that the [Decision](#) should be reviewed, the [AVA CVP Student](#) will be given 10 business days to amend their request.

#### **5.4.2 Investigating a review request**

Review applications will be forwarded by the AVA to the relevant [Decision-maker](#) for investigation. Where a [Conflict of Interest](#) exists, the next most senior [Decision-maker](#) will nominate an alternative.

The relevant [Decision-maker](#) normally will commence a review of the [Decision](#) within 10 business days of receipt of the review request.

In conducting the review, the reviewing [Decision-maker](#) may undertake one or more of the following actions:

- consult with the [AVA CVP Student](#), the original [Decision-maker](#), or any other person who they consider may be relevant to the matter
- re-examine any documentary evidence considered by the original [Decision-maker](#)
- consider any new documentary evidence provided by the [AVA CVP Student](#) in their request for a review
- consider the original [Decision](#) or any penalties applied in light of previous [Decisions](#) made in other similar situations.

These will be undertaken by the reviewing [Decision-maker](#) with due regard to [Procedural Fairness](#), confidentiality, timeliness and the safety and wellbeing of all involved parties.

[AVA CVP Students](#) involved in a Stage 2 review process may be accompanied and assisted by a [Student Support Person](#) at any relevant meeting or interview.

The original [Decision-maker](#) will be given an opportunity to respond to the issues raised in the application, and any new information provided by either the original [Decision-maker](#) or the [AVA CVP Student](#) will be shared with the other. The [AVA CVP Student](#) and the original [Decision-maker](#) will be given a reasonable opportunity to provide a written response. If no response is received from the original [Decision-maker](#) or the [AVA CVP Student](#) within the timeframe specified by the reviewing [Decision-maker](#), the investigation will continue without such submissions.

The [Decision-maker](#) may dismiss the review application if it:

- is brought after the expiration of the 20-day deadline, or the deadline prescribed in the relevant Policy or Procedure, unless reasonable justification is provided by the Student for the delay in submission;
- does not clearly identify what aspects of the original [Decision](#) the Student contends require review;
- has no basis or does not evidence any direct disadvantage to the Student's studies; or
- is Vexatious, without merit or is otherwise considered an abuse of process.

The AVA will maintain oversight of the review process and ensure that a [Decision](#) is reached in a timely manner and communicated to the [AVA CVP Student](#).

#### **5.4.3 Communicating the outcome of a Stage 2 review**

The reviewing [Decision-maker](#) will make a determination based on the information provided by all parties relevant to the review and the merits of the case. The [Decision-maker](#) may:

- affirm the [Decision](#) under review;
- vary the [Decision](#) under review; or
- set aside the [Decision](#) under review and:
- make a new [Decision](#) in substitution for the original [Decision](#); or
- remit the matter for reconsideration by the original [Decision-maker](#) in accordance with any directions or recommendations of the reviewing [Decision-maker](#).

The reviewing [Decision-maker](#) will provide a written response to the AVA setting out the findings and the outcome, reasons for the outcome and any proposed actions to follow.

Where the matter is remitted back to the original [Decision-maker](#) to make a new assessment, they must within 10 business days review the reviewing [Decision-maker's](#) findings and reconsider their original [Decision](#) in the light of those findings.

If the new [Decision](#) involves altering or reversing a course of action already underway, or imposing a different course of action, this must be implemented by the original [Decision-maker](#) without undue delay.

The [AVA CVP Student](#) will be advised of the outcome by the AVA within five (5) business days of a [Decision](#) being reached. The [Decision](#) notification will outline:

- the reasons for the [Decision](#);
- advice on options to lodge a Stage 3 [Appeal](#), if available and if the [AVA CVP Student](#) has grounds to do so; and
- support services available to the [AVA CVP Student](#).

The reviewing [Decision-maker](#) may draw to the attention of the original [Decision-maker](#) any apparent problems arising from the administration of relevant AVA Policies and Procedures or other administrative or operational processes, in order to facilitate improvement activities.

## 5.5 Stage 3 - Appeal

Unless otherwise prescribed in Policy or Procedure, an [AVA CVP Student](#) may appeal the [Decision](#) resulting from a Stage 2 review, or a [Show Cause](#) or misconduct process. The outcome of an [Appeal](#) is determined by the responsible officer identified in the relevant Policy or Procedures, or by the relevant Student Appeals Committee, depending on the subject of the [Appeal](#).

The AVA will maintain the [AVA CVP Student's Enrolment](#), pending the outcome of the [Appeal](#) or until the timeframe to lodge an [Appeal](#) has expired. At any stage during the process, conditions or restrictions may be imposed on the [AVA CVP Student](#) in accordance with the *C/1.1 Student general misconduct procedure*, including on the [AVA CVP Student's Enrolment](#), to safeguard the wellbeing of the [AVA CVP Student](#) or others until the end of the [Appeals](#) process.

If the [Appeal](#) is unsuccessful, the [AVA CVP Student's Enrolment](#) will be adjusted appropriately and the [AVA CVP Student](#) will be withdrawn without academic or financial penalty from any [Course](#) for which the [Course](#) under [Appeal](#) was a prerequisite.

For details on the grounds for [Appeal](#), the assessment of [Appeals](#) and the functions of the different [Appeals](#) committees, refer to the *C/8.2 Student appeals procedure*.

## 5.6 Stage 4 - Application to external agencies

[AVA CVP Students](#) dissatisfied with the [Grievance](#) process may apply to an external agency to seek an appraisal of the fairness and appropriateness of the [Grievance](#) process undertaken by the [AVA](#).

The [AVA](#) will not continue further consideration of matters where the process options have been exhausted or where the [AVA CVP Student](#) has taken their [Grievance](#) to an external agency.

For details on applying to external agencies, refer to the *C/8.2 Student appeals procedure*.

## **5.7 Other considerations**

### **5.7.1 Anonymous Student Grievances**

The AVA will consider anonymous [Grievances](#) taking into account whether:

- the nature or seriousness of the [Grievance](#) warrants action;
- there is sufficient information provided for the matters raised to be investigated; or
- there is a statutory requirement to consider such anonymous [Grievances](#).

The AVA's ability to investigate anonymous [Grievances](#) may be limited.

### **5.7.2 Withdrawing Grievances**

An [AVA CVP Student](#) may withdraw their [Grievance](#) at any time by advising the AVA in writing. However, the AVA may determine that the nature of the matters raised warrants the AVA continuing to review the matter.

### **5.7.3 Costs**

The AVA does not charge any fees to [AVA CVP Students](#) for lodging a formal [Grievance](#).

### **5.7.4 AVA CVP Student feedback**

AVA CVP Students involved in a [Student Grievance](#) process will have the opportunity to anonymously participate in a survey to monitor satisfaction, obtain feedback on the effectiveness of AVA Procedures and inform improvement activities.

### **5.7.5 Reporting**

De-identified reports may be provided by the AVA on a regular basis to the [AVA Chief Executive Officer](#) detailing outcomes, recommendations, trends and emerging issues arising from [Student Grievances](#).

An annual report may be submitted to AVA Board detailing [Student Grievance](#) and [Appeal](#) outcomes.

### 5.7.6 Records management

The AVA will maintain confidential records of all stages of [Student Grievance](#) resolution processes in accordance with relevant Policies, and store them centrally including:

- copies of all documentation and correspondence with the [AVA CVP Student](#), including emails received from the [AVA CVP Student](#);
- a written record of the outcome of any internal process including the reasons for any [Decisions](#) reached; and
- evidence of any action taken by the AVA in response to the outcome of the [Decision](#).

## 6. References

Nil.

## 7. Schedules

This policy must be read in conjunction with its subordinate schedules as provided in the table below.

## 8. Policy Information

Accountable Officer	Chief Executive Officer
Responsible Officer	Head of Education and Events
Policy Type	AVA Education
Policy Suite	Section C – Student Support and Administration
Subordinate Schedules	Table of AVA CVP Decision Makers
Approved Date	11 December 2023
Effective Date	11 December 2023
Review Date	30 April 2026
Relevant Legislation	Nil
Related Policies	AVA Code of Professional Conduct B-3.1 Assessment policy and procedure B-3.2 Grading policy and procedure B-3.3 Student academic integrity policy C-1.1 Student general conduct policy C-3.1 Admission policy and procedure

	<p>C-3.2 Enrolment policy and procedure</p> <p>C-3.7 Credit policy and procedure</p> <p>C-6.1 Refund of student fees policy and procedure</p>
Related Procedures	<p>B-3.4 Student academic misconduct procedure</p> <p>B-3.5 Assessment of special circumstances procedure</p> <p>C-1.2 Student general misconduct procedure</p> <p>C-3.3 Academic progress procedure</p> <p>C-3.4 Time limits for completion of the AVA Chartered Veterinary Practitioner accreditation program</p> <p>C-3.6 Withdrawal without academic penalty and with fee reversal procedure</p> <p>C-3.8 Student authority to act procedure</p> <p>C-7.1 Management of student misconduct procedure</p> <p>C-8.2 Student appeals procedure</p>
Related forms, publications and websites	AVA Chartered Veterinary Practitioner Website
Definitions	<p><b>Terms defined in the Definitions Dictionary</b></p> <p><b>Academic Integrity</b> Academic Integrity means acting with the values of honesty, trust, fairness and respect in learning and teaching. It is important for AVA CVP Students and AVA Employees to act in an honest way, be responsible for their actions and show fairness in every part of their work. AVA Employees should be role models to AVA CVP Students. Academic Integrity is important for an individual's, AVA's and the AVA Chartered Veterinary Practitioner™ reputation.</p> <p><b>Academic Progress</b> Describes the status of an AVA CVP Student's progress towards successful completion of their Course(s) for each Study Period and towards completion of Accreditation Program within the maximum given timeframe. AVA CVP Students who are successfully progressing through their studies would not be assigned to any of the Academic Progress stages outlined in the C-3.3 Academic progress procedure.</p> <p><b>Accreditation Program</b> The sequence of study leading to the completion of mandatory training.</p> <p><b>Admission</b> The process of submission and assessment of application for entry to study at the AVA</p>

**Appeal**

A formal, written request made by an AVA CVP Student to a higher authority to have a Decision overturned.

**AVA**

The term 'Association' or 'AVA' means the Australian Veterinary Association Limited.

**AVA Chief Executive Officer**

The AVA Chief Executive Officer is the individual appointed by the AVA Board who is ultimately accountable for the AVA's business decisions.

**AVA CVP Academic Program Director**

The AVA CVP Academic Program Director is the professional responsible for academic administration of the AVA CVP Accreditation Program.

**AVA CVP Program Manager**

The AVA CVP Program Manager is the administrative professional responsible for managing, coordinating and overseeing learning and teaching production, student management, and accreditation within the AVA Chartered Veterinary Practitioner™ and associated projects.

**AVA CVP Student**

A person who is admitted to the AVA CVP Program offered by the AVA and is:

- currently enrolled in one or more Courses; or
- not currently enrolled but is on an approved Leave of Absence or whose Admission has not been cancelled.

**AVA Employee**

A person employed by the AVA on a continuing, fixed term or casual basis. Employees also include a person whose provision of academic and-or education services are covered by a written agreement or contract with the AVA.

**Conflict of Interest**

A conflict of interest may be potential, perceived or actual -

- when an AVA Employee or AVA Member is in a role where future decision making may be influenced by their private interests if a certain condition is fulfilled, they have a potential conflict of interest;
- a perceived conflict of interest arises where it appears that decisions an AVA Employee or AVA Member makes in the course of their AVA employment may be influenced by their private interests, whether or not this is in fact the case;

- an actual conflict of interest exists where an AVA Employee or AVA Member's actions could be unduly, improperly or excessively influenced by their private interests.

**Course**

A discrete element of a program, normally undertaken over a single Study Period, in which the AVA CVP Student enrolls and on completion of which the AVA CVP Student is awarded a Grade.

**Credit**

Credit may be granted toward Courses in the AVA CVP Accreditation Program based on recognition of prior studies.

**Decision**

A determination made by an AVA Employee or other authorised delegate in the course of their duties on behalf of the AVA.

**Decision-maker**

The individual AVA Employee or other authorised delegate making a determination on behalf of the AVA.

**Enrolment**

The process of admitting AVA CVP Students to one or more Courses for the current Academic Year.

**Exclusion**

Prohibition from enrolling in the Accreditation Program or a Course for a specified period.

**Final Grade**

A Final Grade is a code that normally represents the outcome of the Assessment of an AVA CVP Student's performance against the learning objectives of a Course but may reflect the outcome of an applicable administrative process.

**General Misconduct**

Behaviour or conduct which is contrary to expected AVA CVP Student conduct outlined in the *C-1.1 Student general conduct policy*.

**Grade**

A Grade is a code that indicates the status of the Assessment of an AVA CVP Student's performance against the learning objectives of a Course.

**Notice**

A Notice from the AVA is a document whether physical or electronic.

A Notice may be:



- given by hand to the addressee or delivered to the address provided by the addressee to the AVA; or
- sent by registered or pre-paid mail to the address provided by the addressee to the AVA; or
- sent by electronic communication to an AVA CVP Student during the period of Enrolment until the completion of their program; or
- sent by electronic communication to the email address provided to the AVA by an addressee not enrolled at the AVA.

A Notice is taken to be received if:

- given by hand to the addressee or delivered to the address provided to the AVA by the addressee; or
- sent by registered or pre-paid mail - three business days after the date of posting; or
- sent by electronic communication - at the time that would be the time of receipt under the Electronic Transactions Act 1999 or its succeeding legislation.
- A Notice that would be deemed to have been received out of business hours or on a business day will instead be deemed received on the next business day.

**Policy**

A high-level strategic directive that establishes a principle based approach on a matter. Policy is operationalised through Procedures that give instructions and set out processes to implement a Policy.

**Procedural Fairness**

Has the meaning ascribed to it from time to time by the applicable common law of the State of New South Wales.

**Procedure**

An operational instruction that sets out the process to operationalise a Policy.

**Reasonable Adjustment**

Measures or actions to assist AVA CVP Students with a Disability or AVA CVP Students who hold Carer Responsibilities to participate in learning, teaching and Assessment on an equivalent basis to other AVA CVP Students that are determined as reasonable in accordance with the *Disability Standards for Education 2005*.

**Relevant Party**

The person-s or group the AVA CVP Student has a Grievance with, including other AVA CVP Students.

	<p><b>Review of Decision</b>  A merits review of a Decision made by the AVA in relation to an AVA CVP Student matter where the relevant policy or procedure relating to the matter allows for a review of Decision. The Review of Decision will be undertaken in accordance with the Student Grievance Resolution Procedure.</p> <p><b>Show Cause</b>  The Show Cause process is a formal process that allows an AVA CVP Student to present their case as to why they should not be Excluded from the Academic Program due to unsatisfactory Academic Progress</p> <p><b>Special Circumstances</b>  Matters which are, in most cases, beyond the control of an AVA CVP Student and which will impact their capacity to progress with their planned program of study or meet a submission deadline. In some legislation, Special Circumstances are referred to as “compassionate and compelling circumstances”</p> <p><b>Student Grievance</b>  A problem or concern raised by an AVA CVP Student who considers they have been negatively impacted because of an action, determination or omission within the control or responsibility of the AVA. Student Grievances are resolved in accordance with the Student Grievance Resolution Policy and Procedure and must be related directly to an AVA CVP Student’s studies at the AVA and the outcome must directly impact the AVA CVP Student.</p> <p><b>Student Support Person</b>  Any individual who is providing support and assistance to an AVA CVP Student involved in a grievance resolution process, including accompanying the AVA CVP Student to meetings or interviews. A Support Person may confer with the AVA CVP Student during the meeting or interview and may be invited by the Chair (or meeting convenor) to present the AVA CVP Student’s case in their capacity as a Support Person.</p> <p><b>Study Period</b>  The period during which a Course is offered, instruction is provided, learning is undertaken and Assessment is carried out.</p> <p><b>Vexatious</b>  Means:</p> <ul style="list-style-type: none"> <li>• without merit;</li> <li>• the substance of which has already been considered by the AVA and satisfactory measures have been taken to resolve the matter;</li> <li>• is dishonest or contains intentionally misleading information;</li> </ul>
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	<ul style="list-style-type: none"> <li>• pursued with undue persistence; or</li> <li>• pursued in a manner that harasses AVA Employees or fellow AVA CVP Students.</li> </ul> <p><b>Definitions that relate to this policy only</b></p> <p>Nil.</p>
Keywords	Grievance, complaint, grievance resolution, complaint resolution, informal complaint, informal grievance, formal complaint, formal grievance, appeal, review of decision, natural justice, procedural fairness.
Record No	

Complying with the law and observing AVA Policy and Procedure is a condition of working for, and volunteering with, the Australian Veterinary Association.