

Complaints Procedures for Learners

The College is committed to ensure that any complaints or grievances will be treated fairly, impartially, effectively and in a timely manner. Complaints / grievance procedures cover a range of issues including: admissions, programme and examinations.

- Where feasible complaints may be resolved informally.
- If written complaints must be directed to the Academic Administrator.
- On receipt of a complaint, the Academic Administrator will contact the complainant and acknowledge receipt of the complaint.
- Complete grievance procedure details are listed in the Quality Manual Section 7.5.
- The complainant will be informed that an investigation into the nature of the complaint will be carried out, and that the complainant will be informed of the outcome of the investigation within 10 working days.
- The complainant will be contacted on completion of the investigation and informed of the outcome, and any corrective action that may be taken.

LEARNER APPEALS PROCEDURE

Learner appeals procedure can be invoked following the release of a learner's result from a module assessment or assignment.

The complete appeals procedure is detailed in Section 10 of this document.

GUIDELINES ON DISCIPLINARY PROCEDURE

College Discipline

On enrolment, the Learner subscribes to the regulations of the College and is bound to observe them. All procedures for disciplinary processes are detailed in the Quality Manual, Section 7.13.3, Student Code of Conduct. A Learner who fails to meet the required standards of the programme in any of the following areas may be subject to the regulations detailed in the relevant section of the Quality Manual:

- Class (and Work Experience where relevant) behaviour
- Discipline
- Assignment work
- Class (and work experience, where relevant) attendance
- Respect for others attending the programme
- Threatening behaviour towards another Learner or a Lecturer
- Breach of Assessment and Examination regulations

At Student Orientation, a member of staff will explain the rules, regulations, disciplinary procedures and related matters. Learners will be required to sign a declaration of

understanding of the college rules and regulations. This signed declaration will be kept in the Learner's file.

The College reserves the right to withdraw a Learner from the course.