

## PR4.8 Student Issues Procedure

<b>Responsible Officer</b>	Chief Education and Experience Officer
<b>Functional Owner</b>	Head of Shared Services
<b>CaR Owner</b>	Manager of Compliance

### 1. Scope

PR4.8 Student Issues Procedure is designed to provide students with an informal option to have minor concerns/issues addressed and resolved quickly without the need to go through a formal complaint process. It commences when a student encounters an issue relating to a course or experience and contacts Open Colleges for assistance.

### 2. Procedure

- Student Support Team will receive, acknowledge and log the issue as a case in Firefly within 2 days
- Should the issue be about the Student Support Team, the Head of Shared Services (or delegate) will deal with the issue
- The Online Community Support Officer or Student Support Officer will investigate the issue by discussing the matter with the student by phone or email, obtain additional information if necessary or consult with relevant OC staff
- SRO/OCSO will propose a resolution for the issue (s) to the student (by phone, in writing, or via email and record the proposed solution in Firefly) within 2 days or within 5 days if further investigation is required
- Upon agreement, the SSO/OCSO will act on the proposed resolution, finalise the issue with the student's agreement, record information in Firefly and close the case
- The Head Shared Services will report on issues and outcomes to the Executive Team

Note: If the student is dissatisfied with the resolution of their issue, or believes the outcome of their issue is inconsistent with Open Colleges Policies and Procedures, they will be provided with an option to:

- have their issue escalated to a Student Resolutions Officer for review within 5 business days or
- submit a complaint in writing to the Student Resolutions Team via email [complaints@opencolleges.edu.au](mailto:complaints@opencolleges.edu.au) or post to Open Colleges Complaints, PO Box 1568, Strawberry Hills, NSW 2012

### 3. Quality and Continuous Improvement

This procedure is subject to systematic review, evaluation and improvement, including annual review and ongoing feedback from stakeholders.

### 4. Related Documents and Forms

- PO7 Complaints Policy

Refer to [QMS1.8 Location of related documents](#)

**How can we improve this document?**

If you can identify opportunities for us to improve this document, please email **improvements@opencolleges.edu.au**. This request will automatically be logged on our Continuous Improvement Register. Please include the document reference number in your email and specific details about how we can improve the document.

Version	Approved by	Endorsed by	Effective date	Review date
4	GM, Student Experience	January 2017	January 2017	May 2017
<b>Version History</b>	This is a new Procedure that articulates the Student Issues Procedure as a stand-alone process, independent of the Complaints Procedures. V1: Oct 16 New format V2: Jan 2017 Reviewed by GM, Student Experience, minor changes V3: February 2017 Revised format linking to PO4 Learning Policy V3: February 2018 Updated role titles V4: February 2019 Updated role titles			
<b>Course Type</b>	All			
<b>RTOs:</b>	Open Colleges Pty Ltd (90796) Integrated Care and Management Training Pty Ltd (90197) College of Fashion Design (3798)			
<b>Partner RTOs:</b>	Yes			