

# Learner Grievance Policy

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## Policy:

All students shall have access to appropriate guidance and support to ensure that their learning needs are met and that barriers to their progress are minimised.

All students shall be provided with information regarding the pathway choices they may make in meeting the requirements for qualifications they are seeking.

The International Travel College encourages student feedback on their training courses, and incorporates feedback into a continuous improvement programme.

Students will be provided with a range of mechanisms to provide feedback, including oral, written, and regular reviews and meetings with Academic and Support Staff.

In the event of a learner being dissatisfied with any aspect of their course of study, or of their experience at the International Travel College, the following courses of action are available to them:

## Process:

1. All concerns should be brought to the tutor's attention in the first instance and, if a solution is not reached, the tutor and/or student may consult with a Senior Tutor, or the Campus or Distance Learning Manager [as appropriate]
2. If the Tutor, Senior Tutor and appropriate Manager cannot resolve the issue, the concern should be submitted in writing to the General Manager within 14 days of the occurrence.
3. If the General Manager cannot resolve the issue, the concern will be brought to the College Director who will refer to the College Advisory Board if required, and who will contact the student by letter with their response.
4. If the student is still not satisfied with the outcome, the concern may be submitted to the relevant external authority (i.e. Commerce Commission, New Zealand Qualifications Authority, Tertiary Education Commission or Industry Training Organisation) Students may contact NZQA directly at PO Box 160 Wellington or by telephone: 04 802 3000. This information is included in the Student Handbook.

Students may also submit details of their complaint in writing using the **Student Complaint Form** which is on the following page:

# Student Complaint/ Appeals Form

**Please use this form to either:**

- a) Make a formal complaint regarding any aspect of your studies at the International Travel College of New Zealand.
- b) Register an appeal against a marking decision in any internal formal assessments or exams. *Please note that this does not include external exams, such as Microsoft or, IATA*
- c)

<b>Student Name &amp; ID:</b>		<b>Class Code:</b>	
<b>Please write below the details of the problem:</b>			
<b>Have you tried to resolve the problem with any member of the College staff?</b>		<b>Yes</b>	<b>No</b>
<b>If 'Yes', please give details below.</b> <i>(Who did you speak with, when, what action has been taken to try to resolve the problem)</i>			
<b>What action would you like the College to take now?</b>			
<b>Student Signature:</b>		<b>Date:</b>	
<b>Please post this form to:</b> Student Appeals International Travel College of New Zealand PO Box 6009 AUCKLAND			
Thankyou for taking the time to complete this form. We will make every endeavour to resolve any issue or concern you may have. You will be contacted by the College within 7 days of lodging this complaint			