

## Student Equity, Diversity and Fair Treatment Policy

Version	Approved by	Approval date	Review date
01	Board of Directors	August 2024	September 2025

<b>Administrators Responsible</b>	President, Dean, Registrar
<b>Purpose</b>	The purpose of this policy is to detail ISGL's dedication to fostering a learning environment that values and vigorously promotes principles of equity, diversity and inclusivity across all its educational and administrative processes. This policy is intended to support a culture that is open and inclusive and adheres to the Australian Qualifications Framework (AQF), ensuring compliance with all relevant national legislation, such as the Disability Discrimination Act and the Education Services for Overseas Students (ESOS) Act.
<b>Scope</b>	This policy is applicable to all students registered at ISGL and includes all ISGL related activities both within and outside of teaching hours, such as during campus events, workshops and off-campus educational excursions.

### 1. Policy Principles:

- Inclusivity in Education:** ISGL commits to maintaining an inclusive educational environment that respects and reflects the diversity of its student body.
- Accessibility and Support:** We pledge to provide specific support mechanisms to assist students from under-represented or disadvantaged backgrounds to not only access but succeed in their higher education journey.
- Fair Treatment in Assessment:** Assessment methods will be fair, transparent and adaptable, designed to accurately measure student achievements without bias.
- Prevention of Discrimination:** Robust measures are in place to actively prevent any form of discrimination or harassment within the institution, creating a safe and supportive space for all students.

### 2. Framework for Implementation:

- Curriculum Design:** All courses will be designed to be culturally inclusive and pedagogically sound, incorporating diverse perspectives and educational needs.
- Recruitment and Admission:** Strategies will be put in place to attract a diverse student population. Admission processes will be transparent, fair and consistently applied.
- Student Support Services:** Comprehensive services including mentoring, counselling, academic support and career advice will be tailored to meet the diverse needs of the student population.
- Online Learning Equity:** ISGL takes all reasonable steps to ensure that overseas students undertaking online are not disadvantaged by:
  - Additional costs or requirements, including specific provisions for overseas students with special needs
  - Inability to access physical campus resources, community opportunities, or engagement with other overseas students.

### 3. Student Rights and Responsibilities:

Students are expected to:

- Engage Respectfully:** Treat all members of the ISGL community with respect and dignity.
- Comply with Policy Provisions:** Adhere to the stipulations of this policy and all related ISGL policies.
- Report Incidents:** Report any instances of discrimination, harassment, or unfair treatment in accordance with established ISGL procedures.

### 4. Complaints and Grievance Procedures:

- Ensures that all students have access to a transparent and fair process for addressing grievances and complaints, fostering a respectful and equitable learning environment.
- Initial Steps:**

- **Informal Resolution:** ISGL encourages students to first address grievances informally by speaking directly with the concerned party or department. This may resolve issues quickly and amicably.
  - **Assistance:** Students can seek help from their Program Administration or a trusted staff member to facilitate this discussion.
  - **Documentation:** It is advisable to document the details of the discussion and outcomes, even during informal resolutions, for future reference if needed.
- c. **Formal Grievance Process:**
- **Submission:** If the issue is not resolved informally, students may submit a formal grievance in writing to the Program Administration.
  - **Acknowledgement:** The receipt of the grievance will be acknowledged within two working days, and the student will be informed of the next steps.
  - **Investigation:** The grievance will be thoroughly investigated by an impartial party assigned by the Program Administration, ensuring a fair process.
  - **Outcome:** A decision will be communicated to the student in writing within 20 working days from the acknowledgment of the grievance. The outcome letter will outline the reasons for the decision and any actions taken or proposed.
- d. **Mediation:**
- **Initiation:** If the grievance is still unresolved, mediation may be initiated, facilitated by an impartial mediator.
  - **Process:** A mediation session will be scheduled where both parties can present their views. The aim will be to reach a mutually acceptable resolution.
  - **Documentation:** Any agreements reached will be documented and signed by both parties.
- e. **Appeals:**
- **Right to Appeal:** Students dissatisfied with the mediation outcome may appeal the decision.
  - **Procedure:** Appeals must be submitted in writing to the Dean, outlining the reasons for the appeal and any supporting documentation.
  - **Final Decision:** The appeal will be reviewed and a final decision will be issued within 15 working days of the appeal submission.

### **Related Documents**

- a. Staff Code of Conduct Policy
- b. Staff Grievance and Complaints Policy and Procedures