

Grievance Policy, Appeal Procedure and Refund Policy

MoveEP recognizes the importance of sound and fair proceedings in dealing with disputes that may arise within our courses. MoveEP upholds and complies with the requirements of fitness Australia and Exercise Sports Science Australia (ESSA).

MoveEP approaches student/participant grievance resolution following the guidelines set out below. The intention at all times is to consider a range of options for the resolution and to approach the issue in good faith.

Wherever possible, informal means will be used to resolve any dispute.

A student can initiate a formal grievance by raising the issue with a OMEP presenter for referral, or by submitting a letter directly to the OMEP director.

The student/participant may choose a nominee to assist in the process of dispute resolution.

Resolution of any dispute will be accomplished as close as possible to the source of student dissatisfaction.

In the resolution of a dispute, respect for all parties' confidentiality will be paramount.

Students should feel secure in the knowledge that they will not suffer any form of disadvantage as a result of making the complaint.

Where a dispute remains unresolved after informal means or formal proceedings through the MoveEP Director, the parties to the dispute shall have the right to approach Fitness Australia for further resolution.

Disputes forwarded to fitness Australia will then be subject to their procedures for complaint management and resolution.

Appeal procedure

1.1. As a result of making a complaint under any of the OM policies and procedures, whether the matter is academic, administrative or to do with personal behaviour, a MoveEP student/participant may appeal the earlier decision within 20 working days of notification.

1.2. The student will submit to the OM Director a written statement outlining the grounds on which the appeal is to be based, which may be on one of the three following grounds:-

1.2.1. That there is new evidence to consider regarding the misdemeanours.

1.2.2. That the original decisions regarding each penalty were not made according to correct procedure as outlined above.

1.2.3. That the matters at one or more of the steps were not heard or decided fairly and on their merits.

1.3. OM will decide whether a case exists *prima facie* for at least one of the appeal criteria having been met. If no appeal hearing is deemed warranted, the matter will be decided as 'appeal denied'. A written statement explaining the refusal to take the matter further will be sent to the student. The student will be advised of his/her right to appeal externally to Fitness Australia where one or more of the criteria appear to have been met *prima facie*,

1.4. An appellant is entitled to be accompanied by a nominated supporter who is not a lawyer.

1.5. The matter will be heard in person by a panel of two persons internal to OM.

1.6. If an appeal is upheld, the student will not incur any penalty, nor will any action disadvantageous to the student be taken. Their enrolment will continue, with explanatory documentation lodged as record on the student's file. The student should feel secure in the knowledge that they will not suffer any form of disadvantage as a result of making any appeal.

Refund Policy

- 1.1. Once enrolled within an MoGoogleeEP course participants must provide a medical certificate if they cannot attend or complete their courses within the stated course date. Course extension may be granted on a case by case basis.
- 1.2. For online courses participants have 8 weeks within to complete each course starting from enrolment date. After this period the student will no longer have access to the website, and thus not be able to complete any further work, therefore the student has 8 weeks from commencement date to complete each online course they are enrolled for. After this date the student will not be able to apply for a course refund.
 - 1.2.1. An online course commences once a student has enrolled and paid the course fees.
- 1.3. Courses workshops that are not attended by participants will not incur a refund unless a medical certificate is provided.
- 1.4. Course fees must be paid in full prior to commencement of each course. Access to online material, audio and visual content will not be issued until payment has been made.
- 1.5. A student's access to the MoveEP website is concurrent with the duration of their course. Once the course has been completed and/or the expiry date has been reached the student will no longer have access to the Oscar Mike website.
- 1.6. In cases of course cancellation all attempts will be made to reschedule courses and workshops within a 3 month follow up phase. In the event the course can not be rescheduled the participants will then be given credits to other OMEP courses.