

## EDUCATION, SCIENCE AND TRAINING

### SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2005-2006 BUDGET ESTIMATES HEARING

**Outcome:** 2

**Output Group:** 2.4 – Funding for higher education

#### **DEST Question No. E425\_06**

Senator Carr provided in writing.

#### **Question:**

Is it appropriate for a university to employ staff to advocate for students in disputes against the university? What problems does DEST foresee if this situation was to occur?

#### **Answer:**

*Employment of staff by university to advocate for students*

The Higher Education Support Act 2003 requires approved higher education providers to have grievance procedures for dealing with student complaints about academic and non-academic matters. The Act does not impose any requirements in regard to the representation of students within these procedures.

The Higher Education Provider Guidelines set out requirements for the non-academic grievance procedures of non-Table A providers. These specify that such a provider must allow the complainant and/or respondent to be accompanied and assisted by a third party if desired.