

This policy applies to overseas students only. It has been approved by the College Council. It is published on the College web site ([www.moore.edu.au](http://www.moore.edu.au)) and a reference to it is set out in the *Student Handbook*. The policy is communicated to academic staff through the *Faculty Handbook* and to support staff through the *Registrar's Handbook*. The Academic Dean is responsible for the training of academic staff in the application of the policy. The Registrar is responsible for the training of support staff in its application.

If an overseas student has a grievance or dispute that has been unable to be resolved through the internal courses of action offered by the College, the student may request the Principal for the matter to be dealt with by an external dispute resolution process. These are the provisions that apply to such a case.

1. The external process to be used will be mediation, not arbitration or expert determination.
2. The mediator must be independent of both Moore College and the student concerned.
3. Either party may suggest the identity of the mediator, however the person must satisfy the following:
  - must be a practising Christian in regular church attendance;
  - must have appropriate training and experience in mediation of disputes; and
  - must be willing to apply the following Christian principles to the manner in which the mediation is conducted:
    - the aim of the mediation is twofold; both to help the parties work together to resolve the dispute, bearing in mind what is just in the circumstances *and* to repair any relational breakdown to the extent that this is possible;
    - the parties will treat each other with courtesy, honesty and integrity, and be willing to own what is theirs to own in contributing to the dispute;
    - each party will be open to truly seek to see the other party's point of view;
    - each party will be willing to ask for and offer forgiveness to the other for things done, if this is appropriate.
4. The mediator must confirm to the parties that the mediator satisfies the requirements of paragraphs 2 and 3 before the mediation begins. It is desirable for the parties also to confirm to the mediator that they agree with and will abide by Christian principles (including those listed above) in seeking to resolve the dispute.
5. If the parties cannot agree on the identity of the mediator within 2 weeks of the student requesting external mediation, the mediator will be as selected by the Chairman of the Lawyers Christian Fellowship (New South Wales), or as selected by the Chairman's nominee. Once selected, the mediator will be asked to conduct the mediation as soon as reasonably possible, having regard to the duration of the student's stay in Australia on a student visa.
6. The rules of the mediation will be determined by the mediator.
7. The costs of the mediation (including any room hire charges, if the parties are not willing to use Moore College premises) will be shared equally between Moore College and the student, unless otherwise agreed.
8. The hourly rate charged by the mediator must not exceed \$120, or such other amount as the Principal determines from time to time.
9. Each party to the mediation will be entitled to have up to a maximum of 2 persons present – that is, Moore College will have a total of 2 representatives and the student will have themselves plus one nominee. Further representatives may only attend with the consent of the mediator.

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