



Dispute Resolution/Grade Appeal Policy

Canadian Avalanche Association Industry Training Program

Dispute Resolution and Grade Appeal Policy

May 1, 2003

Name of Process

Implementation Date

Industry Training Program Manager and Operations Manager

October 12, 2016

Positions Responsible for the Policy

Date of Last Revision

August 29, 2011

Education Committee Approval

Policy:

CAA Industry Training Program provides an opportunity for students to resolve disputes and grades appeals in a fair and reasonable manner.

The policy applies to all Industry Training Program students who are currently enrolled or were enrolled 30 days prior to submitting their concern to the Industry Training Program Manager.

Dispute Resolution Process:

1. When a concern arises, the student should first attempt to address it with the individual most directly involved. If unsatisfied with the outcome, the student should submit a written complaint to the Industry Training Program Manager. Should this person be absent or be named in the complaint the student should submit the written complaint to the Operations Manager.
2. The Industry Training Program Manager or Operations Manager will arrange to meet with the student to discuss concern as soon as possible and within five days of receiving the student's written complaint.
3. Following the meeting with the student, the Industry Training Program Manager or Operations Manager will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint. The written reasons will be provided no later than 15 days following the receipt of the student's written complaint. The written response will do one of the following:
 - a. Determine that the student's concerns are not substantiated; or
 - b. Determine that the student's concerns are substantiated in whole or in part;
 - c. Determine that the student's concerns are frivolous and vexatious.
4. A copy shall be given to the student and the original will be placed in the student file.
5. If it has been determined that the Student's concerns are substantiated in whole or in part the Industry Training Program Manager shall include a proposed resolution of the substantiated concern(s).



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Students making a complaint may be represented by an agent or a lawyer.

Student will not be subject to any retaliation as a result of their complaint.

Grade Appeal Process:

1. If a student is dissatisfied with the grade received for final course assessment and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Industry Training Program Manager, including the evidence that a higher grade is warranted.
3. The Industry Training Program Manager will obtain a copy of the final assessment from the instructor and will have the assessment re-marked by another instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the Industry Training Program Manager, the grade assigned following the re-mark and review will be final and cannot be appealed further.