



Important things to know about Moodle Forums

Metavision is committed to maintaining and respecting the privacy of all students of the Institute. This policy conforms to the Privacy ACT 1988, the Privacy Amendment Act 2012 (Cth) and the Australian Privacy Principles (APPs).

Because of the nature of this course, information shared on our e-learning platform can be of a sensitive nature and we ask that the group maintain confidentiality and understanding when reading and replying.

While Metavision promote a nurturing environment in order for people to feel safe in sharing their experiences, this is still a learning platform and should not be mistaken for group therapy. Please refer to the thread conversations with each other when interacting with others, specifically when the subject is not to do with the weeks learning.

Metavision reserves the right to place access restrictions or remove posts made by any student at any time in the following cases.

- ❖ If deemed inappropriate
- ❖ If the post has received a complaint and is being investigated
- ❖ At the request of the student

Individual contributions to discussion forums, ownership of resources and evidence of participation in other Moodle based activities are not retained indefinitely. In extreme circumstances and only if the data has been retained can a student request and be given their individual contributions. Due to the labour intensive task of extracting this information a fee of \$100 is applicable.

Personal information is not passed to any third party except where required by law.

Complaints

Metavision intends to provide an informative and safe environment for all of our students. Sometimes there may be issues that need to be addressed through the appropriate channels to ensure a timely response and possible resolution. Complaints can be an indication that we need to do something differently and from this perspective we see them as helpful and constructive.

Complaints Procedure

All Metavision students and staff are encouraged to use the following complaints procedure when they encounter any issues that they are not able to rectify themselves that may require further resolution.

- ❖ There are a couple of alternatives to e-mailing your complaint. This will depend on the nature of your complaint and who you feel most comfortable in addressing. To ensure that your e-mail is addressed you will need to send the e-mail to christina@metavision.com.au. You will need to cc either deanne@metavision.com.au or julianne@metavision.com.au.
- ❖ Please send a detailed account of the complaint in the body of the e-mail.
- ❖ A written response to your complaint will be returned to you within 48 hours. This may not be a resolution but you will have confirmation that we are investigating your complaint and will be in touch as soon as possible.

*Please also refer to the student handbook for more policy procedures regarding complaints.

