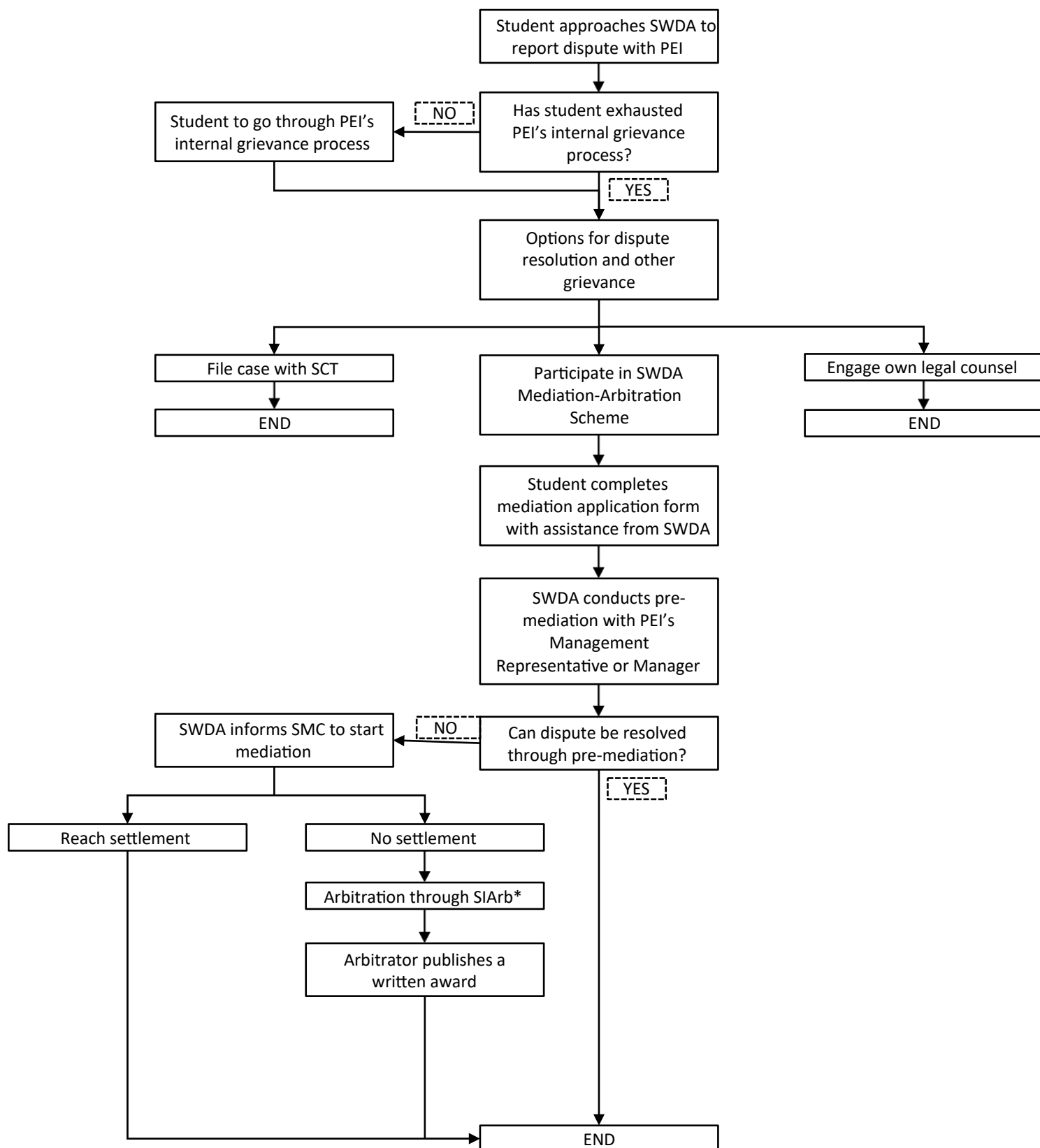


Dispute Resolution Procedure



* If the parties fail to reach a settlement through mediation, the student may opt to progress to Stage 2 - arbitration for a resolution.