

1. Purpose

The purpose of this policy is to provide for the opportunity for a student to lodge and appeal against an assessment judgement or administrative decision.

2. Aim

College Australia is committed to providing all students the right to appeal any decision made by College Australia or a third-party providing services on College Australia's behalf

This policy applies to and may involve issues concerning the conduct of:

- College Australia as an organisation, its trainers, assessors, or other staff.
- Third party services provided on behalf of College Australia, its trainers, assessors, or other staff; or
- A learner of College Australia

Throughout this policy we refer to the person making an appeal as simply the appellant.

3. Policy Principles

Definition

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during their time with College Australia. An appeal must be made in writing and specify the particulars of the decision or finding in dispute.

An example of administrative decision may include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

Early Resolution of Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that the learner's decision to make an appeal can be avoided by proper communication and consultation with learners at the time a decision is made.

Relationship to Continuous Improvement

Frequently, the appeals handling process will expose weakness in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of appeals handling is very positive and should be actively applied by all persons involved. It is for this reason that appeals received from stakeholders should be seen in a positive light and as opportunities for improvement.

Making an Appeal

An appeal may be received by College Australia in writing using the specified form within twenty-eight (28) working days of the decision or finding being informed to the person.

To appeal a decision, the person is required to complete the College Australia – Request for an Appeal of a Decision form. This form is available via our website. The completed Request for an Appeal form is to be submitted to Student Services either in hard copy or electronically via the following contact details:

[Shop 4, 126 Scarborough St, Southport QLD 4215](#)

info@collegeaustralia.edu.au

If a person seeking an appeal has any difficulty assessing the required form or submitting the appeal to College Australia, they are advised to contact College Australia immediately at the following phone number:

[07 3255 0506](tel:0732550506)

Appeals are to be handled in the strictest of confidence. No College Australia representative is to disclose information to any person without the permission of College Australia Managing Director. A decision to release information to third parties can only be made after the appellant has given permission for this to occur. This permission should be given using the Information Release Form.

Appeals Handling Timeframe

- Written acknowledgement by College Australia no later than 24 hours from the time the appeal is received. This acknowledgement is intended to provide the appellant assurance that College Australia has received the appeal and will review the relevant issues and provide a response as soon as practical. The acknowledgement must inform the person that they will receive a written response.
- The handling of an appeal is to commence within seven (7) working days of the lodgement of the appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- A written response must be provided to the appellant within fourteen (14) working days of the lodgement of the appeal, including details of the reasons for the outcome.
- Where an appellant is not satisfied with the handling of the appeal by College Australia, a body or person from an independent third party can be requested to review the appeal. The third-party is required to respond to with their recommendations within fourteen (14) working days of their review being request.
- Appeals must be lodged within twenty-eight (28) working days of the decision or finding being informed to the person. An appeal must be submitted using the College Australia – Request for an Appeal of a Decision form.
- As a benchmark, College Australia should attempt to resolve appeals as soon as possible. A timeframe to resolve an appeal within thirty (30) calendar days is considered acceptable and in the best interest of College Australia and the appellant.
- An appellant should also be provided with regular updates to inform them of the process of the appeal handling. Updates should be provided to the appellant at a minimum of two (2) weekly intervals.
- Appeals must be resolved to a final outcome within sixty (60) calendar days of the appeal being initially received. Where College Australia Managing Director considers that more than 60 calendar days are required to process and finalise the appeal, the Managing Director must inform the appellant in writing, including reasons why more than 60 calendar days are required.

Principles of Natural Justice and Procedural Fairness

An appellant is to be provided an opportunity to formally present his or her case at no cost. Each appellant may be accompanied and/or assisted by a support person at any relevant meeting. The principles of Natural Justice and Procedural Fairness must be incorporated into every stage of the appeals handling process to ensure that decision-making is fair and reasonable. Natural justice must be observed when it affects the rights, interests, or legitimate expectations of individuals.

In these circumstances, the College Australia Managing Director will advise of an appropriate party independent of College Australia to review the appeal outcome (and its subsequent handling) and provide advice to College Australia in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within **fourteen (14) working days** of their review being requested. This advice is to be accepted by College Australia as final, advised to the person making an appeal in writing and implemented without prejudice.

Unresolved Appeals

Once the appeals handling process has concluded; where the person seeking an appeal of a decision remains not satisfied with the outcome of the appeals handling procedure, the person is to be advised that they have the right to refer the matter to any external authority/agency that may be relevant to their appeal. The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their matter to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, the person may refer their matter to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au/NTCH>
- In relation to matters relating to privacy, the person may refer their matter to the Office of the Australian Information Commissioner via the following details:
<https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

4. College Australia Responsibilities

The College Australia Managing Director is responsible for ensuring compliance with this policy. Appropriate delegate of College Australia will process refund requests within 21 days from the day of receipt of request.

College Australia Discrimination & Harassment Policy applies.

5. Monitoring and Improvement

All Appeal practices are monitored by the College Australia Managing Director and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

6. Related Documents

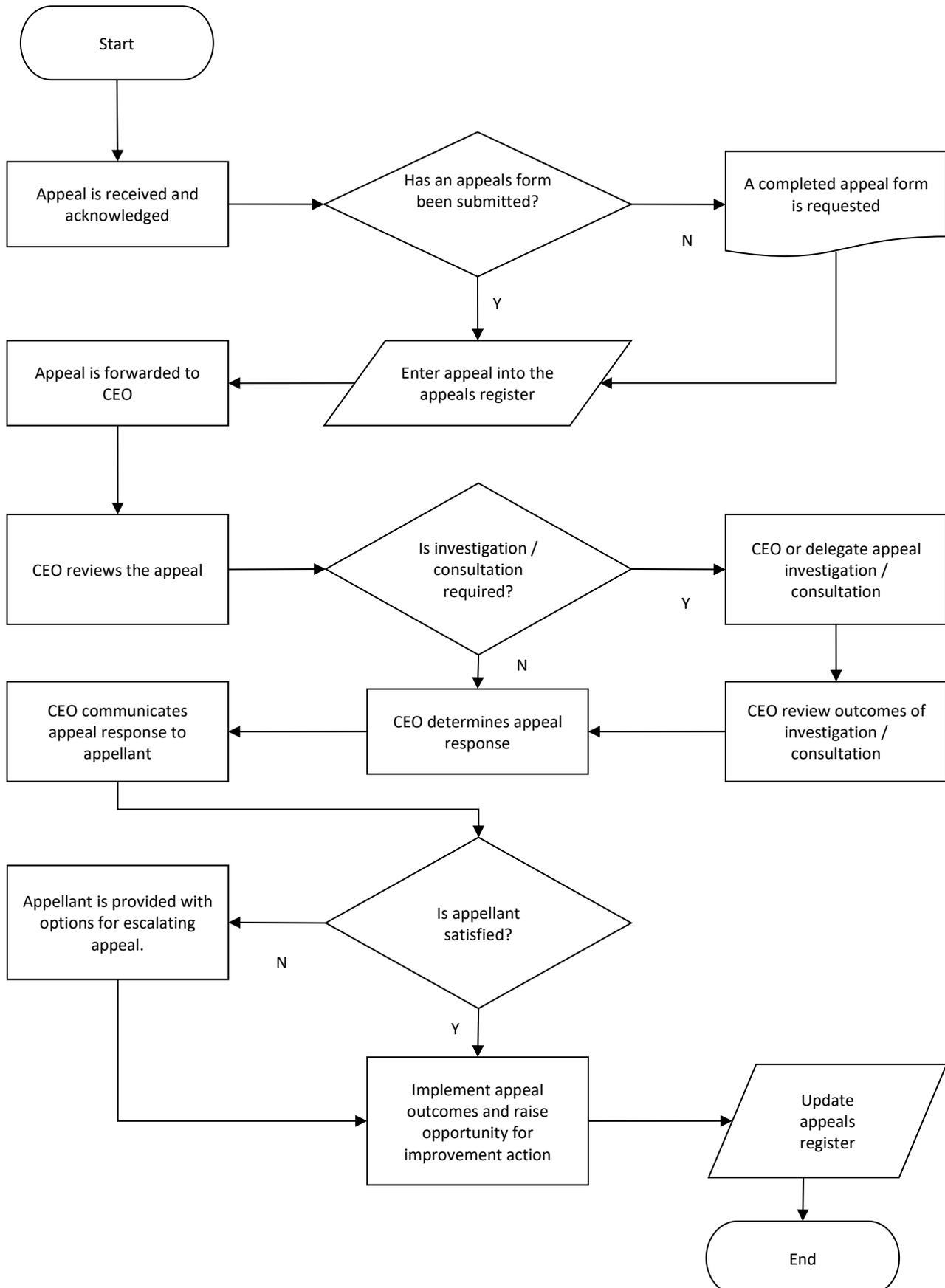
Policies

- Discrimination & Harassment Policy
- Complaints Policy
- Continuous Improvement Policy
- Administrative Appeals Handling Process
- Assessment Appeals Handling Process

Forms

- Request for an Appeal of a Decision Form

Administrative Appeals Handling Process



Assessment Appeals Handling Process

