

Student Appeals

Internal Appeal Process – preamble

- 5.23 Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions, and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by the College.
- 5.24 Students who are not satisfied with the outcome of a formal complaint or wish to appeal a decision made by the College are encouraged to appeal against the decision by:
- Obtaining a copy of the Student appeal form which can be found in the student handbook or be requested from the reception desk, the Student Coordinator or the Training Manager
 - Completing the Student appeal form
 - Lodging the Student appeal form with the Student Coordinator or the Training Manager
- 5.25 A student's enrolment will be maintained whilst an appeal is in progress and the outcome has not been determined.
- 5.26 The appeal resolution phase must commence within 5 working days of the internal appeal being lodged in writing.
- 5.27 A maximum time of 10 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

Internal Appeal Process - general

- 5.28 Internal appeals (except assessment appeals) will be heard by a 3 person Appeals Panel selected from the College Chief Executive Officer, the Training Manager, compliance and educational consultants, and members of the teaching staff of the College (the Appeals Panel). No member of the Appeals Panel is to have been directly involved in the complaint leading up to the appeal.
- 5.29 The role of the Appeal Panel is to:
- Ensure the appeal phase commences within 5 working days of the written appeal being lodged
 - Provide the student, or the students representative, with an opportunity to present their appeal to the Appeal Panel
 - Ensure they fully understand the students appeal
 - Review the evidence and information provided by the student, or the students representative, and the College
 - Make an **independent** decision, based on the evidence to either support the students appeal, and reverse the decision by the College that lead to the appeal or to support the College case and proceed with the original decision.
 - Arrange for the decision to be signed off by the student and the Chief Executive Officer (this is not agreement by the student but to record that the decision has been transmitted to the student)
 - Within 24 hours of making its decision the Appeal Panel must have formally documented the decision of the panel including reasons for the decision and convey the written decision and reasons for the decision to the student

Internal Appeal Process - assessment

- 5.30 Students appealing an assessment decision (including RPL) will be given the opportunity for reassessment by a different assessor selected by the College. Costs of reassessment will met by the College.
- 5.31 The recorded outcome from the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment.
- 5.32 Only one assessment appeal will be allowed.

Internal Appeal Process – finalisation

- 5.33 The outcome of an internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and the College and placed in the student file. A copy of this document will be provided to the student.
- 5.34 Following the internal appeals phase the College will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint through the College continuous improvement process
- 5.35 If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the Chief Executive Officer) to the College Continuous Improvement Group so the matter can be recorded in the College Complaints Register and be used as part of the continuous improvement activities of the College.
- 5.36 There are no further avenues within the College for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available
- 5.37 Students who are not satisfied with the process undertaken for an internal appeal are encouraged to make an external appeal by:
- Obtaining a copy of the Student appeal form which can be found in the student handbook or be requested from the reception desk or the Training Manager
 - Completing the Student appeal form and selecting the External appeal option on the form.
 - Lodging the Student appeal form with the Training Manager
- 5.38 Once the Student appeal form is lodged with the Training Manager it will be dealt with as described in the External Appeal Process below.

External Appeal Process

- 5.39 Students who are not satisfied with the process undertaken for an internal appeal are encouraged to make an external appeal by:
- Obtaining a copy of the Student appeal form which can be found in the student handbook or be requested from the reception desk or the Training Manager
 - Completing the Student appeal form and selecting the External appeal option on the form.
 - Lodging the Student appeal form with Training Manager
- 5.40 The purpose of the external appeals process is to consider whether the College has followed its student complaint and appeals procedure, not to make a decision in place of the College. For example, if a student appeals against his or her subject results and goes through the College internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.
- 5.41 For external appeals the independent mediator will be the IAMA ([Institute of Arbitrators and Mediators Australia](#)) phone (03) 9602 1711. The cost of mediation is to be shared equally between the parties involved in mediation.
- 5.42 The external appeals procedure will be determined by the IAMA.
- 5.43 Following the receipt of the outcome of the external appeal the College must immediately implement the decision, convey the outcome to the student, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint

6.0 Revision history

Revision	Date	Description of modifications
1	October 2012	Original
2	June 2015	Wording changes and alignment to the Standards for Registered Training Organisation 2015.
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