



COMPLIANTS AND APPEALS POLICY AND PROCEDURE

Standard 10¹

Standard 6²

The purpose of this policy and procedure is to provide information and outline the determination for proceeding with an appeal or complaint. Through this policy and the corresponding procedure, Australasia International School (AIS) commits to ensuring that overseas students have the right to natural justice by virtue of access to effective, timely, equitable and documented complaints handling and appeals processes.

Scope

This policy applies to current and prospective students of Australasia International School (AIS).

Definitions

Complaint maybe informal or formal

Informal Complaint

A matter which has a minor impact on the services provided by our business, for which the complainant does not feel will require significant action to resolve i.e. the air conditioning is too cold or not working.

Formal Complaint

A matter which has a medium to significant impact on the services provided by our business, for which the complainant feels will require significant action to resolve and will severely impact on their training and its outcomes.

Appeal

An appeal is a request for the review of a decision in regard to:

1. Assessment decisions made by our trainers; or
2. Suspension or exclusion from our training.

Grievance

A concern about academic matters, perceived discrimination, situation, a process, person or people, facility or a support service provided by AIS . Grievances are less formal/official than complaints, whereby a student brings a matter to the attention of AIS in an informal way i.e. it is spoken about, not written down

This Policy

This policy will be given to students before a contract is entered into or before an amount of money has been paid whichever happens first.

This policy and Procedure is provided in full in the International Student Written Agreement/Acceptance of Offer. (the Letter of Offer). It may be located on AIS website www.aischool.edu.au

¹ National Code of Practice for Providers of Education and Training to Overseas students 2018

² Standards for Registered Training Organisations (RTO's) 2015



Complaints and Appeals

As part of our commitment to providing a fair and equitable student experience, the following complaints handling, and appeals system has been developed and is freely and readily accessible and clearly explained to all students and prospective students on our official website, the student handbook and at student orientation.

The following obligations are taken by AIS when dealing with Complaints and Appeals:

- AIS acknowledges that students have the right to raise grievances and make complaints where they see fit.
- AIS also acknowledges that students have the right to appeal a decision, based on valid grounds for appeal.
- AIS has provision for students to appeal against assessment decisions, including those made by staff members or by a third-party partner and will respond to any complaint or appeal made against any of these parties.
- AIS ensures that students have access to a fair and equitable process for lodging an appeal against an assessment decision.

In doing so, AIS:

- has written processes in place for collecting and dealing with appeals in a constructive and timely manner (see Complaints and Appeals Policy and Procedure)
- ensures that these procedures are communicated to all staff, third party partners and students.
- ensures that each appeal and its outcome are recorded in writing.
- ensures that each complainant has the opportunity to formally present their case free of cost;
- ensures that each complainant is given a written statement of the appeal outcomes, including reasons for the decision;
- retains written record and statement of the outcome of the appeal or complaint;
- takes appropriate action upon the subject of any appeal that is found to be substantiated; and
- utilises outcomes of appeals to review current practices which may potentially lead to continuous improvement.

If a student chooses to access the AIS complaints and appeals process, AIS must maintain the student's enrolment while the complaints/appeals process is ongoing.

Students can bring along a support person to any meetings

All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.

If the appeals process fails to resolve the appeal or the complainant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.

AIS will await the outcome of this process (and if, in favour of the provider) before reporting the student through PRISMS.

Nothing in this policy negates the rights of any overseas student to pursue other legal remedies.

All appeals are acknowledged in writing and finalised as soon as practicable.

AIS may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the complainant.

AIS strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

A complaint can be forwarded directly to the Student Support Officer at reception.

The student is required to complete a **Complaint and Appeal Form**.

Once the Complaint and Appeal Form has been received AIS, will notify the student that they have received the form and a response will be provided within 10 business days (Letter 1 – complaint or Appeal Received Letter)

For appeals on the college's decision to defer, suspend or cancel a student's enrolment, AIS will only do this once the student has been notified and when the student has not appealed the decision. The student at this point may be reported in PRISMS where the student has breached their student Visa which includes but not limited acceptable misconduct.

AIS will not report a student for unsatisfactory progress or attendance until the student has been allowed to access our internal and an external complaints and appeals process.

All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

AIS will respond to any complaint or appeal an overseas student makes regarding their dealings with the AIS or AIS Education Agents.

Once the Complaint or Appeal has been finalised by senior management a Complaints Resolution Letter will be sent to the student (Letter 2) The resolution of the Complaint will take up to 10 days no more than 21 business days.

Refer to the flow chart at the end of this document for easy reference.

Grievances

Students or potential students are encouraged, wherever possible, to resolve grievances directly with the person(s) concerned. For example: if the issue concerns an academic matter, the student should talk directly with their trainer. Should the student have any concerns or issues relating to fees should be discussed first with AIS accounts.

If the student has attempted to resolve the issue directly but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, he/she may discuss the issue with a Student Support Officer first or the Academic Manager and if still wish to escalate, directly with the CEO. The student may be accompanied by a support person during this process.

The CEO will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the student and the staff member(s) concerned.

If the matter is not resolved informally the grievance may be put to a complaint, whereby the student can complete a Complaint Form.

Where Complaint and Appeals are Unsuccessful

If the complainant is not satisfied with the outcome of their complaint, they have the option to seek outside assistance to pursue the appeal. If the overseas student is not successful in our internal complaints handling and appeals process, they must be advised within 10 working days about their rights as an overseas student to access an external complaint handling and appeals process at minimal or no cost.



The Commonwealth Ombudsman provides an external complaint and appeals process for overseas students of private education providers. If you wish to lodge an external appeal or complain about a decision made by the college, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

Contact details:

Mail: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601 Phone: 1300 362 072

Online: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students>

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

If the student remains unhappy with the Internal and External outcome, they may refer the matter to the National Training Complaints Hotline on 13 38 73

Accepting: Academic Appeals

- Complaints/appeals against academic decisions will be accepted up to fourteen (14) days from the date an assessment result was received.
- Assessment will be reviewed having due regard to submissions made by the participant.
- An independent assessor will be assigned to assess the complaint.

ASSOCIATED POLICIES

Attendance Policy

Monitoring and progression Policy

Complaints and Appeals Policy

Assessment Policy

Course Progress Letters to Students

Complaints and Appeal Form



Appeals and Complaints Process Flowchart

