

**Policy Owner:** College Director and Principal, Associate Principal

**Keywords:** Appeals, Administration, Quality

**Policy Code:** QBIP0028

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## 1. INTENT

- 1.1 This Policy has been developed to ensure all current and prospective Students of Australian College of Business and Technology ACBT ('ACBT' or the 'College') and its Partner Providers are given access to a free, effective and fair Appeals process.

## 2. ORGANISATIONAL SCOPE

- 2.1 This Policy applies to all ACBT Staff and to all prospective and Enrolled Students.

## 3. DEFINITIONS:

- 3.1 The *Glossary of Policy Terms* applies to this Policy.

## 4. POLICY CONTENT: APPEALS PRINCIPLES

- 4.1 **Improvement** – Student Appeals are important mechanisms which assist the College to achieve its strategic priorities. Appeal hearings and outcomes provide a means by which the College can analyse and improve its services as part of its broader commitment to continual improvement.
- 4.2 **Accessibility** - Information on how to request a Student Appeal are be readily available to Staff and Students on the ACBT website and the Student Appeals process is free of charge, flexible and easy to understand for Staff and Students.
- 4.3 **Responsiveness** – Student Appeal applications are acknowledged and acted on promptly and parties to a Student Appeal are kept informed about the progress of an Appeal. If an internal or any external Appeal process results in a decision that supports the Student, the College will implement the decision immediately or take the appropriate corrective / preventative action as required

- 4.4 **Procedural Fairness** – Principles of procedural fairness will be observed appropriate to the circumstances, allowing for:
- a) an Appellant reasonable opportunity to explain their position in relation to the Appeal;
  - b) objective assessment of the information provided during an Appeal by a Student Appeals Committee composed of persons other than the original decision-maker; and
  - c) the provision of reasons for any decisions made, or conclusions reached, sufficient to enable a party to decide if they wish to challenge a decision or conclusion.
- 4.5 **Supportive** – The College’s Appeals process demonstrates to individuals who are involved in an Appeal that the personal and professional needs and expectations of Students and Staff are important. Students attending an Appeal are entitled to be accompanied by a Support Person.
- 4.6 **Confidentiality** – Principles of confidentiality will be observed in the course of handling an Appeal and associated record keeping. However, some personal information will need to be shared with the members of the Student Appeals Committee.
- 4.7 **Accountability** – The College is accountable for its actions and decisions.
- 4.8 **Safety** - Appellants will not be subject to discrimination or harassment resulting from their participation in the Student Appeals process.
- 4.9 **External avenues** – This Student Appeals process does not restrict a Student’s right to pursue other legal remedies and the Appellant has the opportunity to formally present their case to external agencies at no cost to them.
- 4.10 **Enrolment** – Where the Student Appeal relates to suspension of Enrolment, international Students will not have their Confirmation of Enrolment cancelled while awaiting the outcome of the Student Appeal.

## 5. ACCOUNTABILITIES AND RESPONSIBILITIES

- 5.1 **Students** are responsible for submitting their Appeals in the prescribed manner, including supporting documentation, in accordance with the principles outlined in this Policy and with the process outlined in the *Student Appeals Procedures*.
- 5.2 All **Staff** members are responsible for ensuring that Students have access to the College’s Student Appeals process.
- 5.3 The **Student Appeals Committee** is responsible for hearing Student Appeals in accordance with the principles outlined in this Policy.
- 5.4 The **Quality and Compliance Manager** is responsible for reporting the number and outcomes of Student Appeals to the Academic Council and the Senior Management Group.

## 6. RELATED DOCUMENTS:

- 6.1 This Policy is to be read in conjunction with the *Student Appeals Procedures*.
- 6.2 Informal and Formal Student Complaints are addressed in the following documents:  
*Student Complaints Policy*  
*Student Complaints Procedures*
- 6.3 Informal and Formal Academic Review mechanisms (for concerns such as those related to Assessment, Unit Results and Grades, Recognition of Prior Learning, Academic Progress status, Study Load, Academic Misconduct Outcomes and penalties, Examinations and Deferred Examinations) are outlined in the relevant policies, including:  
*Academic Progression Policy*  
*Admissions Policy*  
*Enrolment Policy*  
*Assessment Policy*  
*Academic Integrity Policy*  
*Credit and Recognition of Prior Learning (RPL) Policy*
- 6.4 Documents used in the development of this Policy include:  
[Australian Standard Customer Satisfaction – Guidelines for complaint handling in organizations \(AS ISO 10002-2006\)](#)  
[TEQSA Act 2011](#)  
[TEQSA Guidance Note: Grievance and Complaint Handling \(2019\)](#)  
[Higher Education Provider Guidelines – Chapter 4](#)  
[Higher Education Support Act 2003 – Subdivision 19-D](#)  
[Higher Education Standards \(Threshold Standards\) 2015](#)

## 7. CONTACT INFORMATION:

For queries relating to this document please contact:

<b>POLICY OWNER</b>	Associate Principal
<b>ALL ENQUIRIES CONTACT:</b>	Examination Manager
<b>TELEPHONE:</b>	2565595
<b>EMAIL ADDRESS:</b>	

## 8. APPROVAL HISTORY:

<b>POLICY APPROVED BY:</b>	Senior Management Group
<b>DATE POLICY FIRST APPROVED:</b>	June 2022
<b>DATE LAST MODIFIED:</b>	
<b>REVISION HISTORY:</b>	
<b>NEXT REVISION DUE:</b>	May 2023