

Name of Policy	Student Appeals Policy
Policy Code	POL028
Description of Policy	This document outlines ACU College's policy on managing and responding to appeals from students who are concerned with academic or administrative decisions affecting them.
Policy applies to	<input checked="" type="checkbox"/> College-wide <input type="checkbox"/> Specific (<i>outline location, campus, organisational unit, etc</i>)
	<input type="checkbox"/> Staff only <input checked="" type="checkbox"/> Students only <input type="checkbox"/> Staff and students
Policy status	<input type="checkbox"/> New policy <input checked="" type="checkbox"/> Revision of existing policy

Approval authority	ACU College RTO Committee
Governing authority	Internal – ACU College RTO Committee & ACU Deputy Vice-Chancellor (Education and Innovation) External – ASQA, State and/or Federal Funding & Regulatory Bodies
Responsible officer	Compliance Manager

Approval date	August 2019
Effective date	August 2019
Approval date of last revision	April 2018
Effective date of last revision	April 2018
Date of policy review*	August 2020

**unless otherwise indicated, this policy will still apply beyond the review date*

Related legislation, policies, procedures, guidelines and local protocols	Australian Standards AS ISO 10002:2006 Standards for Registered Training Organisations (RTOs) 2015 - Standard 6 Complaint Handling at Universities – Australasian Best Practices Guidelines, Commonwealth Ombudsman, March 2006 Student Appeals Procedure PRO028 Access and Equity Policy POL001 Privacy Policy POL003 Code of Conduct and Discipline Policy POL011 Continuous Improvement Policy POL013
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File Name:	POL028 – Student Appeals Policy	Version:	2.0
Prepared by:	Compliance Manager	Review Date:	August 2020
		Version Date:	August 2019
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1. Glossary of Terms/Definitions

In the context of this policy the following terms apply:

- **Appeal** refers to an application of a decision to be revised or reversed
- **Appellant** refers to the individual lodging the application of review or appeal
- **Review** refers to formally assessing or appraising a decision or process in order to make a change (if applicable) to the process or decision
- **Student/s** refers to enrolled and prospective students with ACU College

2. Purpose

This policy provides clear and practical guidelines to ensure that applications for review and appeal from students concerned with academic and administrative decisions are handled in a timely and fair manner that is consistent with the College's values and AQSA guidelines.

3. Scope/Application

3.1 This policy will apply to the management and response to student applications of review and appeals that may relate to:

- a. An assessment decision or overall result
- b. An academic progress decision
- c. A complaint decision
- d. A misconduct decision
- e. A safety decision
- f. A statutory decision

3.2 This policy does not relate to:

- a. Any applications or decisions made in relation to the Student Complaints Policy.
Please refer to the [Student Complaints Policy POL003 & Procedure PRO003](#) for further information which is located on LEO and the ACU College website.
- b. Any allegations of discrimination, harassment or bullying.
These are addressed under the [Access and Equity Policy POL001 and Procedure PRO001](#) which is located on LEO and the ACU College website.

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4. Policy Statement and Principles

ACU College is committed to continuous improvement, quality assurance and values comments and feedback from students regarding their ACU College experiences and suggestions for improvement. ACU College recognises students' rights to raise concerns and appeals without fear of a negative outcome or reprisal.

- 4.1 All actions under this policy are to be based on the values that are consistent with ACU mission and are underpinned by the principles of mutual respect and procedural fairness for and by all students, staff and others who may be involved.
- 4.2 The person or committee handling the appeal will deal with the matter as expeditiously as possible and in a confidential manner.
- 4.3 It is the responsibility of the appellant to state their grounds for appeal and to provide all necessary documentation to support their application.
- 4.4 The appellant may seek confidential advice at any stage of the appeals process by contacting the [Student Advocacy Service](#) available through ACU University or they may seek their own support person.
- 4.5 An independent committee will be established to address appeal applications made to ACU College. The committee will consist of:
 - a. A senior member of staff, such as a Manager
 - b. A Trainer & Assessor
 - c. An independent person

The appellant may have a support person accompany them to the appeals committee proceedings. The support person:

- a. May be a family member
 - b. May be a friend
 - c. May **not** be a person with a qualification in law; and
 - d. May make submissions on the student's behalf unless, in the opinion of the Chair of the Committee, the making of any such submission is or might be disruptive to, or may unreasonably extend, the proceedings.
- 4.6 The appellant will not be disadvantaged in any way because of lodging an application for appeal.
 - 4.7 The appellant has the right to withdraw an application at any stage of the process. This must be done in writing to the Compliance team via email to quality.acucollege@acu.edu.au
Upon receiving the withdrawal, considerations of the application will be discontinued.
 - 4.8 Nothing in this policy detracts from the right of the appellant to access any other appeal or complaint mechanism available to them as legislated in the relevant State or Territory. If any external process is initiated, the internal appeal process will be terminated.

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4.9 If ACU College determines that the appellants application is unreasonable or disproportionate, the application will be forwarded to the Operations and Compliance Manager of ACU College for follow up.

5. Roles and Responsibilities

5.1. Approval Authority

ACU College RTO Committee

5.2. Governing Authority

Internal – ACU College RTO Committee and ACU Deputy Vice-Chancellor (Education & Innovation)

External – ASQA and State and/or Federal Funding and Regulatory Bodies

5.3. Responsible Officer

Compliance Manager

5.4. Other Relevant Stakeholders

Compliance Coordinator & Program Coordinators

6. Review

In line with the ACU College's [Policy Development Policy POL029](#), this policy is scheduled for review every year.

7. Revision made to this Policy

Version	Date	Type of Revision	Author	Description of Revision
1.0	05/06/2019	Major	Compliance Coordinator	Policy separated from previous version which was combined with Student Complaints process. More detailed information added in relation to appeals process
1.1	08/07/2019	Minor	Compliance Coordinator	Amendments made according to review undertaken by RTO Committee. Waiting final approval.
2.0	07/08/2019	-	RTO Committee	Issued

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8. Further Assistance

Refer to the associated documents for further assistance:

- Student Appeals Procedure PRO028
- Student Appeals Process Map PM028
- Student Appeals Form D-ST007

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