



Site Institute

APPEALS POLICY

International Students

DOCUMENT REVISION

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Purpose

Site Institute International has implemented this policy to provide information and processes in regard to making an Appeal. This policy provides guidance in obtaining timely resolutions to Academic and Non-Academic Appeals and to monitor issues for continuous improvement opportunities.

Scope

This policy directs the process for the management of appeals and applies to International students wishing to make an appeal.

Definitions

Academic matters	Includes matters which relate to student progress, assessment, curriculum and awards in a course of study
Non-academic matters	Includes those matters which do not relate to student progress, assessment, curriculum and awards in a course of study and includes complaints in relation to personal information that is held by Site Institute International in relation to the student.
Appeals	Request for a review of decisions, including assessment decisions, made by the Institute or a third party providing services on the Institute's behalf.

Compliance Reference

- Standards for Registered Training Organisations 2015 (Standard 6 Fair Complaints Handling)
- Higher Education Support Act Section 2003 (HESA) – schedule 1A
- VET Guidelines 2015
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 – Standard 8 Complaints and Appeals
- Migration Act 1958
- Competition and Consumer Act 2010
- Privacy Act 1998 and the Australian Privacy Principles

Background and General Guidelines

The Appeals Policy refers to Site Institute International's activities in relation to Academic and Non Academic activities. These include, but are not limited to:

- enrolment outcomes,
- administrative errors,
- refunds,
- assessment,
- student academic progress,
- course content,
- the quality of course delivery,
- academic achievement in a course of study,
- graduation,
- teaching facilities and learning resources,
- misconduct and
- workplace health and safety issues.

Internal appeals should be submitted in writing on the Appeals Application form in accordance with the Institute's Appeals procedure.

Student must be advised that the time limit for applying for an appeal is twenty (20) days of receiving the written response. Appeals must be sent to the Head of International Training.

Students lodging an appeal may have a support person to accompany them during the process. The appeals process is a free service to all international students.

Responsibilities

The CEO is responsible for the implementation of this policy and procedure. It is within this role to ensure that all staff are fully trained in its operation and is made accessible to all.

Commitment

Site Institute International is committed to ensuring a fair, transparent, independent and timely Appeals Management process. The Institute's Appeals policy and procedure does not circumscribe the student's right to pursue Australia's consumer protection laws or other legal remedies.

Procedural Fairness & Natural Justice

The Institute applies the principles of procedural fairness and natural justice throughout the Appeals handling process:

- Any person subject to a decision by the Institute, or anyone, who has allegations made against them, has the opportunity to tell their side of the story before a decision is made.
- Appellants, or anyone who has allegations made against them, will be provided with an opportunity to formally present their case.
- The decision maker will be independent of the complaint/decision being reviewed
- Decisions made by the Institute will be done so in an unbiased and fair manner based on facts provided or determined through investigation of a complaint.

- The Institute will address each complaint in a confidential, effective and timely manner.

When to Appeal

If a decision has been provided by the Institute in relation to a complaint that has been made and you are not satisfied with the outcome you are entitled to submit an **Appeal Application within twenty (20) days** from the day you receive notice of the original decision.

Appeals Timeline

1. All international students seeking to lodge an Application to Appeal must submit the application within **twenty (20)** days of receiving the written response. International students will not be reported to the Department of Immigration and Border Protection (DIBP) while an Appeal application is under review.
2. The Institute is committed to resolving appeals in a timely manner and will commence a review of the application no later than **ten (10)** days from the receipt of the Application to Appeal.
3. Following the completion of the Appeals process, the appellant will be notified of the final outcome within **twenty (20)** days of lodging the Application to Appeal.
4. Should an Appeal investigation take more than **twenty (20)** days to process, the Institute will:
 - a) inform the complainant in writing, including reasons why more than 20 days are required, and
 - b) regularly update the complainant on the progress of the matter

Appeal Outcome

If the Application for appeal is successful, the written advice will include the reasons for the decision including why the Institute has overturned the original decision.

If the Application for Appeal is unsuccessful, the written advice will include the reason the decision being made to uphold the original decision.

Independent External Review

Students may choose to seek an independent review of their case. The Institute has engaged with LEADR Student Mediation (www.leadr.com.au) to facilitate independent reviews of Institute processes and decisions. Fees Apply.

External Appeal

All students must fully complete the Institute's internal Appeals process before seeking an external appeal.

International Student:

Complaints may be made to the Overseas Student Ombudsman

Visit: Level 17, 53 Albert Street, Brisbane QLD 4000

Phone: In Australia -1300 362 072

Outside Australia - +61 2 6276 0111

Fax: (+61) 2 6276 0123

Email: ombudsman@ombudsman.gov.au

Web: <http://www.oso.gov.au/making-a-complaint/>

Privacy

All information and documentation supplied by Appellants to Site Institute International will be treated confidentially and in accordance with the Privacy Act and Australian Privacy Principles.

Publication

This policy and procedure will be published and made available to all relevant staff and stakeholders of the organisation.