

STUDENT APPEALS POLICY AND PROCEDURES

1. Purpose

The purpose of this policy is to ensure that The Lan-Grove Office Training Centre Pty Ltd (ACN 002 965 639 ABN 95 002 965 639, RTO ID 90412, CRICOS Provider 00181A) trading as The Sydney Business and Travel Academy and The Sydney English Language Academy herein known as “The Academy” will ensure that it will address all students’ appeals as quickly as possible as per Standard 10 of the National Code 2018 and Standard 6 of the Standards for RTOs 2015.

2. Policy Statement

This policy applies to all students who wish to appeal the outcome of their complaint against academic and administrative decisions which may include:

2.1. Academic matters may include but are not limited to:

- ❖ Course content and course delivery methodology
- ❖ Trainers and assessors
- ❖ Course duration and shifts
- ❖ Assessments
- ❖ Issuing of AQF qualifications
- ❖ Course progress

2.2. Non-academic matters may include but are not limited to:

- ❖ Customer services and administration
- ❖ Cancellation of enrolment
- ❖ Refusal to release students
- ❖ Marketing and promotion
- ❖ Fees and finance related matters
- ❖ Holiday breaks
- ❖ Bullying and harassment

3. Appeals Process

If the student is not satisfied with the outcome of a decision made by The Academy, the student has twenty (20) working days from the date of issuance of the written notification by The Academy in which to lodge an internal appeal to have the case reviewed. Appeals can be for outcome of a complaint made by the student, assessment appeals, notification of unsatisfactory course progress, unsatisfactory attendance, misbehaviour and/or cancellation of student’s enrolment by The Academy.

3.1. Internal Appeals Process

To appeal the decision, the student must follow the process below:

- a) If the student is to be reported for academic or any other misconduct, the student has twenty (20) working days to lodge an appeal by completing the “**Student Appeals Form**” which is also available from the Reception desk, from SBTA’s website or by emailing studentservices@sbta.com.au.
- b) The student must state their case for the appeal and provide as much detail as possible, and submit the form together with supporting evidence either by email, post or in person to the administrative staff at reception who will forward the documentation to the Student Services Coordinator.

- c) The Student Services Coordinator will inform the appellant as soon as practicable (**within 24 to 48 hours**) from the submission of the appeal to acknowledge receipt of the appeal and record the appeal in the Student Management System (ACAS). The Student Services Coordinator will advise the student that the formal appeals process will commence within ten (10) working days of the lodgement of the appeal.
- d) The appeal will be forwarded to the Principal who may decide:
 - i. That there is insufficient evidence or grounds to take further action and conclude the appeals process; or
 - ii. invite the student to attend an interview to discuss the appeal. Student may wish to bring a support person and any other representation with them to the appeal meeting.
- e) The student will be advised in writing of the decision and reasons for the decision. If the decision is for the student to attend an interview, the student will be advised in writing and will be given the choice to be accompanied by a friend, family member or representative who may speak and act on his/her behalf, including providing supporting evidence.
- f) The student will be notified in writing of the outcome of the appeal and the reasons for the decision within ten (10) working days of the outcome being reached by the Student Services Coordinator. If the appeal is upheld the student will be informed of the action to be taken to resolve the matter.
- g) If the appeal is not upheld, then the student will be given a written explanation of the reasons for that decision. The student will also be provided with the option of activating the external appeals process if they are not satisfied with the outcome.
- h) The Academy will however endeavour to resolve all appeals within the specified days as mentioned above. If the appeal is not resolved within sixty (60) days of the appeal being submitted, then The Academy will provide a written response to inform the appellant of the reasons for the delay and advice on how the matter will be progressed further. The appellant will be kept up to date with regular updates.

3.2. Independent Third party arrangements

- a) If the student is not satisfied with the way The Academy is handling the appeal, The Academy will inform the student that they have a right to request an independent third-party to review the appeal. The Academy will organise an independent third party that will undertake an internal review of the handling of the appeal and report back to The academy with their recommendations.
- b) Any recommendations made by the third party will be communicated to the student and implemented as part of the continuous improvement process and all stakeholders involved will be informed of the change. The stakeholders including the student will be given an opportunity to provide feedback about the proposed change and also to confirm understanding of the change.

3.3. Deferment, Suspension or Cancellation

- a) If the appeal is against The Academy's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, The Academy will await the outcome of the internal appeals

process (supporting The Academy) before notifying the Department of Home Affairs through PRISMS of the change of the student’s enrolment.

- b) Once the Department has been notified of the deferment, suspension or cancellation of a student’s enrolment, the student has 28 days in which to:
- Leave Australia;
 - Show Department of Home Affairs a new Confirmation of Enrolment (CoE); or
 - Provide Department of Home Affairs with evidence that he or she has accessed an external appeals process.

3.4. External Appeals for overseas students

- a) In the event if the student is not satisfied with the result or outcome of the internal appeal, the student will be informed by the Student Services Coordinator of his/her right to request mediation externally by contacting the Overseas Student Ombudsman (OSO) or any other external appeals body listed below. The purpose of the external appeals process is to consider whether The Academy has followed its policies and procedures when making the decision.
- b) The student is required to notify the Principal in writing if they wish to proceed with the external appeals process within 10 days of the completion of the appeal at no cost to the student.

Body	Overseas Students Ombudsman (OSO)
Address	Level 24, 580 George Street (HSBC Centre) SYDNEY NSW 2000 GPO Box 442 Canberra ACT 2601
Business Hours	Monday to Friday 9.00 am – 5.00 pm
Phone (NSW):	02 9286 1000 Complaint enquiries 9am - 4pm Monday to Friday
Toll free (Outside Sydney):	1800 451 524
Phone (Within Australia)	1300 362 072 (Enquiries 9am - 5pm Monday to Friday (AEDT))
Phone (Outside Australia)	+61 2 6276 0111
Email (NSW)	nswomobo@ombo.nsw.gov.au
Email (National)	overseas.students@ombudsman.gov.au
Website (NSW)	www.ombo.nsw.gov.au
Website (National)	www.ombudsman.gov.au
What is the role of Overseas Students Ombudsman	The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training in Australia including but not limited to providing information about best practice complaints handling to help private education providers manage internal complaints effectively. The Ombudsman’s services are free, independent and impartial – the Ombudsman does not take sides. This service is at no cost to the student
Body	Department of Fair Trading
Business hours	9.00 am to 5.00 pm
Phone:	133220
Website:	www.fairtrading.nsw.gov.au

Body	Anti-Discrimination Board
Ph:	02 9268 5555
Body	National Training Complaints Hotline
Phone:	13 38 73 and select option 4
Email:	Click on the following link and follow the prompts: https://www.education.gov.au/email-complaints
Body:	Office of the Australian Information Commissioner
Phone:	1300 363 992
Email:	Enquiries@oaic.gov.au
Post:	GPO Box 5218 SYDNEY NSW 2000

- a) If the external review process supports the decision of the appeal, The Academy will immediately implement any decision and/or corrective action required and advise the student in writing of the implementation of the corrective action. If the appeal is not upheld by the external body, then the student will be advised in writing by the Student Services Coordinator as soon as practical and no longer than seven (7) working days.
- b) During the external appeals process, The Academy will maintain the student's enrolment and will not report the student for unsatisfactory course progress or attendance until the external complaints process is complete.
- c) If the external appeals process has supported The Academy's decision to report the student for unsatisfactory course progress or attendance, the student will be notified and that reporting the student may result in cancellation of the student's visa.

4. Records Management

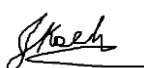
Records of all outcomes of the appeals will be maintained securely in our Student Management Systems (ACAS) and securely stored in The Academy's cloud based system. The Academy will ensure that the privacy of the complainant will be protected at all times as per The Academy's privacy policy. All hard copies of all documentation relating to the appeals will be shredded by the Student Services Coordinator.

5. Associated documents

Pre-enrolment information
Student Handbook
Policies and Procedures Manual

6. Related Standards/Legislations

- Standards for RTOs 2015 – Standard 6
- National Code 2018 - Standard 10
- ESOS Act 2000

Approved by: Jane Koch
Position: Chief Executive Officer
Signature: 
Date: 15 January 2019

Appendix 1



STUDENT APPEALS FORM

(Please refer to the Complaints and Appeals Policy and Procedure)

PERSONAL DETAILS		
Student ID:		Title (Circle) Mr Mrs Miss
Surname:		
First and middle names		
CONTACT DETAILS		
Current valid residential address:		
Contact phone number:		
Email address:		
APPEAL DETAILS		
(Tick the box related to your Appeal)		
<input type="checkbox"/> Academic Misconduct	<input type="checkbox"/> Notice of intention to report to DIBP	
<input type="checkbox"/> Assessment outcome	<input type="checkbox"/> Notice of Intention to Cancel	
<input type="checkbox"/> Attendance records	<input type="checkbox"/> Course withdrawal	
<input type="checkbox"/> Course fees	<input type="checkbox"/> Other	
APPEAL SUMMARY		
(Please outline the reasons for your appeal and attach any evidence to support your appeal.)		

OUTCOME OF THE APPEAL

STUDENT ACKNOWLEDGEMENT

I certify that the information provided is true and correct to the best of my knowledge.

Signature:

Date:

PRIVACY NOTICE

The information provided on this form will be used exclusively to resolve your appeal. None of the information you provide on this form will be discussed to anyone outside of the Academy without your permission, unless we are required to do so by law.

OFFICE USE ONLY

Receiving staff member:

Date:

Appeal outcome:

Successful Unsuccessful

I confirm all required action/s are completed and student informed of the outcome: Yes No

RTO Officer' name:

Date:

Signature:

Scanned & Filed:

Yes No