



STUDENT APPEAL FORM

PERSONAL DETAILS (as shown on passport)

Family Name			
Given Names		Student Number	
Address in Australia			
Phone		Email	

Qualification			
Date commenced		Lecturer	
Relevant Units	Appeal Reason		
Signature		Date	



STUDENT APPEAL FORM

OFFICE USE ONLY

AMA College acknowledges receipt of this appeal. An assessment of this appeal will commence within 10 working days of the date recorded on this form, in accordance with AMA College's Complaints and Appeals Policy. The Student Support Manager or General Manager will conduct the assessment of the appeal in a professional, fair and transparent manner, and will finalise the outcome as soon as practicable.

(Within 2 working days of the appeal being made)

Student Appeal Acknowledgement	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
Student Appeal Form recorded on the Appeal Register	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
Student received written acknowledgement	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	

(Within 10 working days of the appeal being made)

Assessment of the appeal has been commenced	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
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(Within 10 working days of concluding the internal review)

Assessment of the appeal has been completed	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
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Review and Recommendation

Comments and Recommendation

Name

Position

Signature

Date



STUDENT APPEAL FORM

STUDENT ACKNOWLEDGEMENT

Outcome has been provided to the student	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
Student is satisfied with the outcome	<input type="checkbox"/> Yes - Appeal is resolved		
	<input type="checkbox"/> No - student will access The Overseas Students Ombudsman: http://www.ombudsman.gov.au/about/overseas-students		
Student Signature		Date	
Original to Student File / Copy to Appeal File	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	

APPEAL AGAINST ASSESSMENT OUTCOME

AMA College has an Appeals Policy which ensures that its students have free and easily accessible information about its access and use, and that all appeals are dealt with in a constructive and timely manner, at no cost to the student.

AMA College will respond to any appeal made by a student against an assessment decision where a student believes:

1. The process of assessment procedures was not adhered to by the Trainer/Assessor
2. Their performance was degenerated by assessment procedures which were beyond their control
3. The assessment did not comply with the Principles of Assessment: validity, reliability, fairness and flexibility

Appeals Process

Where an issue arises, students are encouraged to enter into an informal appeal process through informal discussion and conciliation, with either their lecturer, or with AMA College's Student Support Office. The AMA College Student Contact Officer will evaluate the appeal, and in instances where the appeal may be resolved within their area of authority and responsibility, resolve the matter informally and face to face with the student.

If the student is not satisfied with the proposed resolution from the informal appeal process, or they elect to bypass those discussions, then they may formalise the appeal by submitting it in writing to the AMA College Student Support Manager. Complaints must be lodged on a Student Appeal Form, available from AMA College's Student Support Office.



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The receipt of the Student Appeal Form will be formally recorded on the Appeals Register by the College Student Support Manager, who will also provide written acknowledgement to the student within 2 business days, advising that the review of the appeal will commence within 10 working days of it being made in accordance with AMA College's Complaints and Appeals Policy, and finalise the outcome as soon as practicable.

Appeals will be resolved by the College Student Support Manager who will conduct the assessment of the appeal in a professional, fair and transparent manner, and will ensure the student is given an opportunity to formally present their evidence at minimal or no cost. The student may be accompanied and assisted by a support person at any relevant meetings, although the student will be responsible for any costs involved in the participation of another person.

The College Student Support Manager will ensure that the overseas student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome, within 10 working days of concluding the internal review.

The College Student Support Manager will also advise the student that, if they are not satisfied with the outcome of the appeal, or the process undertaken to resolve the appeal, they have the right to access an external complaints handling and appeals process at minimal or no cost. External appeals should be directed to The Overseas Students Ombudsman: <http://www.ombudsman.gov.au/about/overseas-students>

Outcomes of appeals

Where the internal or external complaint or appeal process results in a decision or recommendation in favour of the student, AMA College will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student, in writing, of that action.

The College Student Support Manager will document appropriately all discussions and meetings with the student, and keep a written record of the complaint or appeal, including a statement of the outcome and the reasons for the outcome.



STUDENT APPEAL FORM

APPEALS PROCESS FLOWCHART

The flowchart below provides a visual concept of the Appeals Process.

