



COMPLAINTS AND APPEALS POLICY

1. Applicable Standards

National Code of Practice for Providers of Education and Training to Overseas Students 2018; Clause: 10.1 – 10.4

2. Overview

This Policy sits within the Support and Progression Phase of the Student Journey.

3. Purpose

The purpose of this procedure is to outline the steps for handling complaints & appeals received from Overseas Students.

4. Definitions

In this Policy, these terms have the same meaning as defined in the Education Services for Overseas Students Act 2000.

Accepted student means an AMA College student (whether within or outside Australia):

- (a) who is accepted for enrolment, or enrolled, in a course provided by the provider; and
- (b) who is, or will be, required to hold a student visa to undertake or continue the course.

Intending overseas student means a person (whether within or outside Australia) who intends to become, or who has taken any steps towards becoming, an overseas student.

Overseas student means a person (whether within or outside Australia) who holds a student visa, but does not include students of a kind prescribed in the regulations.

In this Policy, these terms have the same meaning as defined in the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Confirmation of Enrolment means a document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.

Provider Registration and International Student Management System means the system used to process information given to the Secretary of the Department of Education and Training by registered providers.



COMPLAINTS AND APPEALS POLICY

In this Policy, AMA College uses these terms as defined:

Complaint defines a statement expressing discontent with the conduct of AMA College, one or more education agents engaged by AMA College or any related party which AMA College has an arrangement with to deliver a student's course or related services.

Appeal defines where a student believes:

1. The process of assessment procedures were 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.

5. Policy

5.1 AMA College will have and implement a documented internal complaints handling and appeals process and policy, and provide the overseas student with comprehensive, free and easily accessible information about that process and policy.

5.2 AMA College's internal complaints handling and appeals process will:

5.2.1 include a process for the overseas student to lodge a formal complaint or appeal if a matter cannot be resolved informally,

5.2.2 include that the provider will respond to any complaint or appeal the overseas student makes regarding his or her dealings with the registered provider, the AMA College education agents, or any related party that AMA College has an arrangement with, to deliver the overseas student's course or related services,

5.2.3 commence assessment of the complaint or appeal within 10 working days of it being made in accordance with the AMA College's complaints handling and appeals process and policy, and finalise the outcome as soon as practicable,

5.2.4 ensure the overseas student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings,

5.2.5 conduct the assessment of the complaint or appeal in a professional, fair and transparent manner,

5.2.6 ensure the overseas student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome, and



COMPLAINTS AND APPEALS POLICY

5.2.7 keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.

5.3 If the overseas student is not successful in AMA College's internal complaints handling and appeals process, AMA College will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost. AMA College will provide the overseas student with the contact details of the appropriate complaints handling and external appeals body.

5.4 If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas 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 overseas student of that action.

6. Policy Links

This Policy should be read in conjunction with the following AMA College Policies:

- 1.01 Marketing, Advertising and National Logo Usage Policy
- 2.01 Enrolment Policy
- 2.03 Overseas Student Transfer Policy
- 2.05 Refund Policy
- 3.03 Student Support Policy
- 3.08 Reporting Unsatisfactory Course Progress or Attendance Policy
- 3.09 Deferring, Suspending & Cancelling Policy

7. Policy Documents

- 3.04 Complaints and Appeals Procedure

8. Policy Review and Implementation

The Principal Executive Officer (PEO) is accountable for the implementation of this Policy. The General Manager Vocational Education and Training is responsible for the implementation of this Policy, and may delegate responsibilities for elements of this Policy. Where this occurs, this delegation must be recorded within this document. This Policy is to be reviewed on an annual basis, or more frequently as required, with revisions detailed in the section below.

Date of Issue and Revision	Description of Amendment	Reviewed (Quality Manager)	Authorised (General Manager)
July 2018	Initial Registration	Peigi Hinton	Jan Norberger