



GLOBAL COLLEGE AUSTRALASIA

POLICY AND PROCEDURE

COMPLAINTS AND APPEALS



RTO No: 45088 | CRICOS Code: 03564F



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Policy and Procedure - Complaints and Appeals

Purpose

This policy outlines GCA's complaints and appeals process to ensure that professional, timely, inexpensive and documented complaints handling, and appeals processes ensure that any grievances between complainant and GCA can be heard and addressed.

ASQA

ASQA requires complaints and appeals to be recorded, acknowledged and dealt with fairly, efficiently and effectively. ASQA requires a GCA to have a complaints and appeals policy to manage and respond to allegations involving the conduct of:

- a. GCA, its trainers, assessors or other staff
- b. A third-party providing services on GCA's behalf, its trainers, assessors or other staff or
- c. A learner of GCA

ASQA requires a GCA to:

- a. Manage requests for a review of decisions, including assessment decisions
- b. implement principles of natural justice and procedural fairness
- c. Make public the policy and procedure for making a complaint or requesting an appeal and the management of same
- d. Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
- e. provide for review by an independent party if the process fails to resolve the complaint or appeal.
- f. Ensure that the complainant or appellant is advised in writing if it is considered that 60 calendar days will be exceeded to finalise the complaint or appeal, and provide reasons for the delay, and regular updates on progress; and
- g. Maintain records in a secure environment and identified potential causes of complaints and appeals and their outcomes and takes action to mitigate the likelihood of reoccurrence.

ESOS

The ESOS National Code 2018 requires registered providers to

- a. Have and implement a documented internal complaint handling and appeals policy and process, and provide the overseas student with comprehensive, free and easily accessible information about that process and policy.[S10.1]
- b. Commence assessment of the complaint or appeal within 10 working days of it being made in accordance with the registered provider's complaints handling and appeals process and policy and finalise the outcome as soon as practicable.[S10.2.3]
- c. Advise an overseas student within 10 working days of their right to access an external appeals process and provide contact details if the overseas student is not satisfied with the outcome of the internal complaints and appeals process;[S10.3] and
- d. If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, the registered provider must immediately implement



the decision or recommendations and/or take the preventive or corrective action required by the decision and advise the overseas student of that action.[S10.4]

The availability of complaints and appeals process does not remove the right of the student to take action under Australia’s consumer protection laws

Scope

This Policy applies to:

- All GCA students regardless of enrolment status.
- Any third-party providing services on GCA’s behalf - specifically work placements as GCA does not have any third-party arrangements to deliver programs on scope.
- Trainers, assessors or other Staff of GCA and other stakeholders involved in the Complaints and Appeals process.

Definitions

<p>2.1 Appellant</p>	<p>2.2 A person who applies to a higher authority for a reversal of the decision of a lower authority.</p>
<p>2.3 ASQA</p>	<p>2.4 Australian Skills Quality Authority (Australian Government) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.</p>
<p>2.5 Appeal</p>	<p>2.6 An <i>appeal</i> is the process in which cases are reviewed, where parties request a formal change to an official decision</p>
<p>2.7 Appeal (Complaint and appeal) Stages - 2.8 GCA 2.9 Refer to Appendix: Complaints and Appeals Flowchart</p>	<p>2.10 Pre-stage 1: Informal process – internal 2.11 Communication between the parties. The overseas student is encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint (Pre-stage 1 - informal). GCA’s staff are available to assist students to resolve their issues at Pre-stage 1 - informal level and/or to assist the student with lodging the relevant documentation for the submission of a Stage 1 -formal complaint and if still not resolved escalate to Stage 2 -formal process. If resolved - no further action. 2.12 Stage 1: Formal process – internal 2.13 Student completes Form – <i>Application - Complaints and Appeal</i>. The receipt of the complaint will be acknowledged in writing within 5 working days of receiving the complaint. The Student Support and Supervision Manager and the Complaints and Appeals Team will decide on an appropriate resolution and advise the complainant in writing how the matter will be resolved along with reasons for the decision within usually twenty (20) working days of receipt of the</p>



	<p>complete the Form- Application – Complaints and Appeal, or as soon as practicable. If resolved - no further action.</p> <p>2.14 Stage 2: Formal process – internal</p> <p>2.15 If not resolved in Stage 1 process the student can lodge a written statement of appeal of the outcome of Stage 1 with CEO (delegate) within 5 working days of the date of the written communication regarding the outcome of Stage 1. If resolved – no further action</p> <p>Stage 3: An external appeals process</p> <p>2.17 Internal processes must precede any external appeal and students must inform GCA of their intention to proceed to an external appeal. If no resolution in Stage 2 processes, the student may appeal to an external complaints or appeal process. The student advises GCA that they remain dissatisfied with preceding outcome decision of Stage 2 and wish to access an external body which is appropriate for the complaint or appeal, at their own cost. In this instance GCA will advise the student to access an external body as outlined below within 10 working days of the completion of the internal review.</p>
<p>2.18 Moodle</p>	<p>2.19 The online method of delivery enabling structured formal learning that emulates the classroom environment using a learning management system (LMS), Moodle, that allows face to face interaction between the trainer and students and participation in various training and assessment activities. For any avoidance of doubt, Moodle, may be offered to on-shore international students where classroom-based learning cannot be practically delivered due to extenuating/ exceptional circumstances (e.g. Government/Regulatory Authorities directives).</p>
<p>2.20 Complainant</p>	<p>2.21 A person lodging a complaint or appeal</p>
<p>2.22 Complaints and appeals Team</p>	<p>2.23 This Team is a subset of GCA Senior Staff and is formed to hear Stage 2 appeals and complaints. There are three (3) nominated members [one of which is the CEO or delegate]</p>
<p>2.24 Complaints and appeals process</p>	<p>2.25 The <i>formal complaint or appeals process</i> is the process which takes place if a grievance cannot be resolved informally (for example, through affected parties discussing the matter). In some institutions, the words ‘complaints’ and ‘appeals’ have different meanings and result in different processes. The National Code 2018 allows the provider to differentiate between these terms and resulting processes, as long as the minimum requirements of Standard 8 <i>Overseas student visa requirements</i>, are met and the differences are clearly explained in the provider’s policies and procedures. GCA implements one policy that includes complaints and appeals processes. Complaints and Appeals may be academic or general in nature:</p> <p>2.26 Academic: Assessment and results; complainant progress; curriculum content and delivery and conferral of awards.</p> <p>2.27 General [non-academic]: Customer services and administration, marketing and information, facilities, fees and finance related matters and welfare.</p>



<p>2.28 Distance learning/ on-line learning</p>	<p>2.29 Distance learning is an umbrella term that covers ways in which training can be provided by an GCA remotely to a student, without face-to-face contact at a site (for example for Social Distancing requirements). Perhaps the most common and widely recognised example of this is ‘online learning’, though distance learning can also include ‘e-learning’ and ‘blended learning’. https://www.asqa.gov.au/distance-learning. Online learning is where training is delivered primarily via the internet, commonly using a learning management system (LMS) and can be synchronous or asynchronous. https://www.asqa.gov.au/distance-learning. See Moodle</p>
<p>2.30 DoHA</p>	<p>2.31 Department of Home Affairs – DoHA. The Department of Home Affairs. The DoHA brings together Australia’s federal law enforcement, national and transport security, criminal justice, emergency management, multicultural affairs and immigration and border-related functions, working together to keep Australia safe. https://www.homeaffairs.gov.au/</p>
<p>2.32 ESOS Act</p>	<p>2.33 Educational Services for Overseas Students Act as amended from time to time</p>
<p>2.34 General [non-academic]</p>	<p>2.35 This procedure relates to customer services and administration, marketing and information, facilities, fees and finance related matters and welfare.</p>
<p>2.36 GTE</p>	<p>2.37 Genuine Temporary Entrant (GTE). All applicants for a Student visa must show they are coming to Australia temporarily to gain a quality education.</p> <p>2.38 https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-temporary-entrant</p>
<p>2.39 HOD</p>	<p>2.40 Head of Department</p>
<p>2.41 Learning Management System (LMS)</p>	<p>2.42 An LMS provides a learning space online. GCA uses the LMS Moodle, which enables students and staff to access student support services information and forms, course materials, submit assessments, gain feedback, communicate, see grades and much more all by logging in to their very own online account. See also Moodle.</p>
<p>2.43 OSO</p>	<p>2.44 Overseas Student Ombudsman http://www.ombudsman.gov.au/How-we-can-help/overseas-students</p>
<p>2.45 Overseas Student</p>	<p>2.46 The <i>Education Services for Overseas Students Act 2000</i> defines an overseas student as:</p> <p>2.47 <i>overseas student</i> 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. https://www.legislation.gov.au/Details/C2022C00066</p>
<p>2.48 PRISMS</p>	<p>2.49 Provider Registration and International Student Management System [PRISMS]. Through PRISMS, certain Australian Government agencies can monitor student compliance with visa conditions and provider compliance with the <i>Education Services for Overseas Students Act 2000</i> (ESOS Act).</p>



	<p>2.50 PRISMS is a secure system for providers to: -issue 'Confirmations of Enrolment' to overseas students intending to study in Australia (the Department of Home Affairs requires these to issue a student visa), and report changes in overseas student's course enrolment.</p>
<p>2.51 Principles of natural justice</p>	<p>2.52 The principle of natural justice, which is fundamental to good governance, should underpin every decision made by GCA. Natural justice is a doctrine which seeks to protect those affected against arbitrary exercise of power by ensuring fair play. It is particularly relevant to decisions which clearly affect individuals' rights, for example in complaints and appeals. There are two fundamental rules for natural justice:</p> <ul style="list-style-type: none"> • all sides of an argument should be given a fair opportunity to be heard before a decision is made • the decision maker must not have predetermined the matter or be perceived as having predetermined the matter
<p>2.53 Procedural fairness</p>	<p>2.54 Procedural fairness is concerned with the procedures used by a decision-maker, rather than the actual outcome reached. It requires a fair and proper procedure be used when making a decision. The Ombudsman considers it highly likely that a decision-maker who follows a fair procedure will reach a fair and correct decision.</p> <p>2.55 The rules of procedural fairness require:</p> <ul style="list-style-type: none"> • a hearing appropriate to the circumstances. • lack of bias. • evidence to support a decision; and • inquiry into matters in dispute.
<p>2.56 Respondent</p>	<p>2.57 A person responding to a complaint or appeal</p>
<p>2.58 GCA</p>	<p>2.59 Registered Training Organisation</p>
<p>2.60 Social Distancing</p>	<p>2.61 Social Distancing is a term applied to certain actions that are taken by Government, Regulatory Authorities, and Public Health Officials to stop or slow down the spread of a highly contagious disease (for example COVID-19).</p>
<p>2.62 Student</p>	<p>2.63 A student who is enrolled at GCA and includes both prospective students and enrolled students who are 'overseas students' as defined in the National Code and hold a student visa as defined by the ESOS Act, and to students of GCA who do not hold student visas and are studying off-shore; but does not include domestic students.</p>
<p>2.64 Student Visa Conditions</p>	<p>2.65 As an international student on a student visa, you must:</p> <ul style="list-style-type: none"> • comply with your student visa conditions • ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa <p>2.66 tell your institution if you change your address or other contact details</p>



	<p>2.67 meet the terms of your written agreement with your education institution (including payment of fees). Please note, the written agreement is a legal contract</p> <p>2.68 maintain satisfactory course progress and attendance.</p>
2.69 Support Person	<p>2.70 The National Code Standard 10: Complaints and appeals, clause 10.2.4 refers to ensuring <i>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, if necessary, at any relevant meetings.</i></p> <p>2.71 Please note Agents of any kind, Lawyers or anyone who has a perceived commercial interest are not permitted to attend as a Support Person, as they are considered to have a conflict of interest. <i>GCA is not obliged to meet or respond in any form (phone, email etc) to any request received from the agent, lawyer or similar seeking personal information which may be perceived to have a conflict of interest or any commercial interest whatsoever. Any disclosure of personal information to a third party would be governed under GCA's Privacy Policy.</i></p>
2.72 Written Agreements	<p>2.73 Education providers are required by the ESOS Act to enter into a written agreement with each overseas student they enrol. The written agreement accepted by a student is a legal contract, under Australian law, between the student and the education provider. Written agreements can take any form provided they meet the requirements of the ESOS Act and the National Code. This means that an application form or a letter of offer could be the basis for the written agreement once it is signed or accepted by an overseas student.</p>

[S = ESOS Standard]

1. Policy

- 1.1 Despite all efforts of GCA to provide satisfactory services to its learners, overseas students, clients, employers and other persons, complaints may occasionally arise requiring formal resolution.
- 1.2 Complaints and appeals may be made in relation to any of GCA's services, activities and decisions such as:
 - a. the selection processes
 - b. the enrolment, induction and/or orientation process
 - c. the quality of training and assessment provided
 - d. attendance, assessment, course progress and extending course duration
 - e. access to records
 - f. decisions made by GCA; and
 - g. the way someone has been treated.
- 1.3 GCA is committed to implementing the principles of natural justice and procedural fairness at every stage of the complaint and appeal process. GCA will conduct the assessment of the complaint or appeal in a professional, fair and transparent manner. [S10.2.5] GCA is committed to developing and



maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge. GCA aims to:

- a. Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
 - b. Set in place a complaints and appeals handling system that is client focused and helps GCA prevent these events from recurring
 - c. Ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality
 - d. Ensure that, in the case of overseas students, complaints are resolved promptly as not to impact on an overseas student's study time in Australia as determined by their visa
 - e. Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimized; and
- 1.4 All formal complaints and appeals processes will commence within 10 working days and responded to efficiently to ensure an effective resolution within a reasonable timeframe: usually twenty (20) working days of receipt of the complete Appeal and Complaint Form, or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.
- 1.5 The National Code Standard 10: Complaints and appeals, clause 10.2.4 refers to *ensuring 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*. Please also refer to the definition of Support Person in the Definitions section for confirmation of who can attend. *GCA is not obliged to meet or respond in any form (phone, email etc) to any request received from the agent, lawyer or similar seeking personal information which may be perceived to have a conflict of interest or any commercial interest whatsoever. Any disclosure of personal information to a third party would be governed under GCA's Privacy Policy.*
- 1.6 If GCA considers that more than 60 days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed in writing, including reasons why more than 60 calendar days are required, and will regularly update the complainant or appellant on the progress of the matter.
- 1.7 Complaints may be resolved on first contact if the complaint is straightforward. Written records of verbal evidence will be kept (if applicable). Complex complaints require a planned investigation {OSO factsheet}. This takes into account a range of aspects that may include reviewing an overseas student's GTE, Statement of Purpose, Pre-training Review etc.
- 1.8 All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register with a detailed record of the complaint and outcomes. This will be kept permanently to allow all parties to the complaint or appeal appropriate access to the records if required. Records of complaints and/or appeals made by a student will be saved in the student's file.
- 1.9 All records relating to complaints and appeals will be treated as confidential and will be covered by GCA's Information Privacy Policy.
- 1.10 Complaints and appeals will be reviewed by management to identify root causes of the complaint or appeal and to identify any areas requiring improvement [corrective and preventative action] to prevent similar recurrences in the future.
- 1.11 This policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure



limits the rights of individuals to take action under Australia's Consumer Protection laws. This policy does not circumscribe an individual's right to pursue other legal remedies.

- 1.12 GCA will respond to any complaint or appeal the overseas student makes regarding his or her dealings with GCA, including GCA's education agents or any related party GCA has an arrangement with to deliver the overseas student's course or related service. [S10.2.2]

1.2 Complaints and appeals - Internal

- a. The overseas student is encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint (Pre-stage 1 - informal). GCA's staff are available to assist students to resolve their issues at Pre-stage 1 - informal level and/or to assist the student with lodging the relevant documentation for the submission of a Stage 1 -formal complaint and if still not resolved escalate to Stage 2 -formal process. [See Section 2.3: Making a formal complaint]. If resolved there is no further action.
- b. The overseas student is given an opportunity to formally present his or her case, at no cost, and be accompanied and assisted by a support person, if necessary, at any relevant meetings [S10.2.4]. Please refer to the definition of Support Person at the beginning of this policy for confirmation of who can attend. *GCA is not obliged to meet or respond in any form (phone, email etc.) to any request received from the agent, lawyer or similar seeking personal information which may be perceived to have a conflict of interest or any commercial interest whatsoever. Any disclosure of personal information to a third party would be governed under GCA's Privacy Policy.*
- c. The overseas student will be given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome. [S10.2.6]
- d. GCA will keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome. [S10.2.7]

1.3 Complaints and appeals - External

- a. If the overseas student is not successful in GCA's internal complaints handling and appeals process, GCA will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an **external complaint handling and appeals** process at minimal or no cost. GCA will provide the overseas student with the contact details of the appropriate complaints handling and appeals body. [S10.3] [See also Section 2.4: External complaints and appeals processes].
- b. GCA will make clear to overseas students that in most cases, the purpose of the external appeals process is to consider whether GCA has followed its policies and procedures, rather than make a decision in place of the institution.
- c. If the internal appeals process upholds GCA decision and the overseas student goes on to access an external appeals process, GCA will not create ongoing Confirmation of Enrolments (CoEs) if the overseas student's enrolment was due to lapse naturally. However, GCA will not report the overseas student through PRISMS for unsatisfactory course progress or attendance until the overseas student has accessed the internal and external complaints handling and appeals process, and the decision or recommendation supports GCA [See ESOS Standard 8].

1.4 Making a formal complaint



1.4.1 **Stage 1 - formal (internal)** [Initial formal complaint and appeal after exhausting the Pre-Stage 1 – internal informal process]. The student completed the **Form - Application - Complaints and Appeal – Stage 1** is completed (as per the directions on the Form). The **Form – Application – Complaints and Appeal – Stage 1** is accessible on Moodle and/or provided on request by contacting compliance@globalcollege.edu.au. When making a complaint the complainant should provide as much detail as possible to enable GCA to investigate appropriately and determine a solution. This should include:

- a. The issue that is the cause for the complaint
- b. Any evidence that supports the complaint
- c. Details about the steps that have already been taken to resolve the issue
- d. Any suggestions for how the issue might be resolved.

1.4.2 The receipt of the complaint will be acknowledged in writing within 5 working days of receiving the complaint.

1.4.3 Upon receiving the complaint, the Student Support and Supervision Manager allocated by Director will plan and conduct an investigation into the matter and ensure that GCA has accurate, complete and relevant information. This may include gaining extra details from the complainant and any other involved parties about the issue which may be done in writing, over the phone or face-to-face.

1.4.4 The Student Support and Supervision Manager and the Complaints and Appeals Team will decide on an appropriate resolution and advise the complainant in writing how the matter will be resolved along with reasons for the decision within usually twenty (20) working days of receipt of the complete **Form – Application -Complaint and Appeal**, or as soon as practicable. If resolved there is no further action.

1.4.5 **Stage 2 – formal (internal):** If no resolution in Stage 1 processes, the student can lodge a written statement of appeal of the outcome of Stage 1 with the CEO (delegate) within 5 working days of the date of the written communication regarding the outcome of Stage 1. If resolved there is no further action. Review of the outcome of the preceding complaint and appeal is undertaken by the Complaints and Appeals Team made up of nominated persons, one of which must be the CEO (or delegate). The outcome of review of complaint and appeal with reasons for decision is communicated in writing to Complainant within 20 working days of receipt of written statement. Students will be informed of the progress of their complaint if there is a delay. [OSO factsheet]

1.4.6 **Stage 3 – external:** Internal processes must precede any external appeal and students must inform GCA of their intention to proceed to an external appeal.

If there is no resolution in Stage 2 processes, the student may appeal to an external complaints or appeal process. The student advises GCA that they remain dissatisfied with preceding outcome decision of Stage 2 and wish to access an external body which is appropriate for the complaint or appeal, **at their own cost**. In this instance GCA will advise the student to access an external body as outlined below within 10 working days of the completion of the internal review. [See Section 2.4]

1.5 External complaints and appeals processes

1.5.1 Where the complainant remains dissatisfied with the outcome of the complaints and appeals process offered by GCA to date the complainant can access an external source [external reviewer] complaints or appeals process at their own cost. Internal processes must precede any external appeal and students must inform GCA of their intention to proceed to an external appeal.



1.5.2 Complainants have a number of external sources ('external reviewer') where they can raise a complaint or appeal including:

- a. Consumer Affairs, Victoria. <https://www.consumer.vic.gov.au/internationalstudents>
- b. ITECA (The Independent Tertiary Education Council Australia <https://www.iteca.edu.au/>)
- c. Administrative Appeals Tribunal www.aat.gov.au/contact-us
- d. GCA's registering body, the Australian Skills Quality Authority (ASQA) www.asqa.gov.au

Note: ASQA can only deal with complaints about:

- i. the information provided by an GCA about its course/s
- ii. the delivery and assessment of training received; and
- iii. qualifications issued or to be issued

1.5.3 **Overseas students** may lodge an external appeal to the Overseas Students Ombudsman who offer a free and independent service to overseas students who have a complaint or want to lodge an external appeal about a decision made by GCA. Students are able to view the Overseas Students Ombudsman website for further information. <https://www.ombudsman.vic.gov.au/Fact-Sheets/For-Complainants>

1.5.4 If the internal or any external complaint handling or appeal process results in a decision that supports the student, GCA will immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome. [S10.4]

1.6 Making an appeal of an Assessment decision

1.6.1 Before lodging a formal appeal the student must make a request for an initial review of their assessment task with the Trainer and Assessor responsible for making the assessment decision. If the student is dissatisfied with the outcome of the initial review they may lodge a formal appeal as outlined in this Policy – *Complaints and Appeals*. Students must lodge the Form – *Application – Complaints and Appeal – Stage 1* and also must complete Attachment A: *Formal appeal – assessment task/grade* within 20 working days of the assessment decision being made. The request must include reasons [basis] why the assessment appeal is being made.

1.6.2 Upon receipt of the appeal, which is logged, an internal review of the assessment will occur, and the Director/delegate may request further information from the appellant.

1.6.3 The assessment will then be reviewed which may involve:

- a. the original assessor reviewing the assessment decision and consult with another assessor and another assessor marks the assessment; or
- b. the examination by GCA Complaints and Appeals Team. Others may be co-opted depending on the appeal; or
- c. the appointment of an independent, qualified assessor to review the assessment.

1.6.4 All reasonable measures will be taken to ensure that an assessment appeal is resolved within usually twenty (20) working days of receipt of the complete Form – *Application – Complaints and Appeal – Stage 1* including Attachment A: *Formal appeal – assessment task/grade*, or as soon as practicable. The Director/delegate will ensure that the appellant is advised in writing of the outcome along with reasons for the decision within this timeframe.

1.7 Reporting via PRISMS



1.7.1 Reporting an overseas student via PRISMS will only occur if the overseas student:

- 1.7.1.1 a. has unsatisfactory course progress, and/ or.
b. has unsatisfactory attendance, and/ or.
c. breaches a student visa condition/s.
- 1.7.1.2 The internal and external complaints processes have been completed and the breach has been upheld.
- 1.7.1.3 The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- 1.7.1.4 The overseas student has chosen not to access the external complaints and appeals process.
- 1.7.1.5 The overseas student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

1.8 Enrolment status

1.8.1 GCA will maintain an overseas student's enrolment throughout the internal appeals processes. In the case of an external appeals process it will depend on the type of appeal as to whether GCA maintains the student's enrolment as follows:

- a. If the appeal is against GCA's decision to report the student for unsatisfactory course progress or unsatisfactory attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported GCA's decision to report.
- b. If the appeal is against GCA's decision to suspend or cancel a student's enrolment due to misbehaviour, GCA will notify DET through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process, not the external appeals process as outlined in Section 2.4.

1.8.2 For **overseas students**, maintaining the student's enrolment means not notifying DET of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

1.8.3 Except in cases of suspected serious misconduct, students must continue to attend classes and comply with all visa requirements. There may be some cases where it is considered more appropriate for the student to complete work outside of the classroom environment and this will be discussed with the student when the complaint or appeal is lodged.

2.0 Continuous Improvement

- 2.1 Potential causes of complaints and appeals will be identified from the complaint and appeal at hand [and others where relevant] and transferred to the Continuous Improvement Register to enable corrective action to be taken to eliminate or mitigate the likelihood of reoccurrence.
- 2.2 Individual complaints are assessed to see if there are any systemic issues that warrant attention. {OSO factsheet}

3.0 Retention of records

- 3.1 A complaints and appeals register will be maintained
- 3.2 Complaints and appeals documentation will be retained in accordance with GCA's retention guidelines.



4. References

- [Education Services for Overseas Students Act 2000 \(legislation.gov.au\)](http://legislation.gov.au)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(legislation.gov.au\)](http://legislation.gov.au)
- [Standard 10: Complaints and appeals - Department of Education, Australian Government](http://www.education.gov.au)
- [General Factsheet - Department of Education, Australian Government](http://www.education.gov.au)
- [Factsheet_student_written-agreements.pdf \(ombudsman.gov.au\)](http://ombudsman.gov.au)
- [Education Fact Sheet Title \(internationaleducation.gov.au\)](http://internationaleducation.gov.au)
- [Overseas Students - Commonwealth Ombudsman](http://www.ombudsman.gov.au)

Procedure

Responsible staff for relevant area (as per Organisational Chart) to process the procedure:

Assess – Review aspects of situation as applied to this policy and any other related policies and specific documentation to be completed (and where relevant advising students of requirements of same as required), including relevant timeframes and any reporting mechanisms.

Plan – Identify strategies and actions to be taken, including timeframe/s and relevant personnel.

Implement - Strategies and take actions in accordance with policy, associated information and documentation required, documentation where necessary

Retain documentation in accordance with policy, procedure and practices.

Report in relation to practice outcomes as related to policy and procedure.

Review – process with view for continuous improvement including reporting to relevant personnel

Dissemination of information/updates relating to this policy and procedure is provided by Management, via electronic means and/or staff meetings. GCA policy and procedures are accessible to all staff via GCA internal repository system and /or via GCA webpage.



Responsibility

The following parties are responsible for the implementation and adherence to this policy:

- DIRECTOR CEO/NCOO
- Training Manager
- GCA Team

Associated Documents

- Student Handbook

Related Standards

- Standards for RTOs 2015
- Privacy Act 2018
- Privacy Amendment Act 2012
- Education Services for Overseas Students Act 2000 (ESOS Act)
- Office of the Australian Information Commissioner
- Australian Privacy Principles
- Office of the Australian Information Commissioner (2014) Guide to developing an APP privacy policy

Version Control

Version	Created by:	Date	Reason for Update	Reviewed by	Implementation Date
1.0	James Rayne	10/0/2022	New Format	Brodie Smith	24/01/2022
2.0	Michelle Tilley	09/01/2023	Review Point	Brodie Smith	06/02/2023

Note: Must be after circulation to all stakeholders.