



APPEALS POLICY

1.0 PURPOSE

GCA (RTO ID: 45088 CRICOS ID: 03564F), herein “GCA” has appeals policy that provides every student with a clear process to register an appeal. The policy ensures all parties involved are kept informed of the resulting actions and outcomes.

This policy is based on providing the student with a fair and reasonable forum where issues or inadequacies regarding any school-made decisions have been identified. The Appeals Policy provides an opportunity for appeals to be recorded, acknowledged, and dealt with in a timely manner. The objective of this policy is also to ensure that GCA staff always act in a professional manner.

2.0 POLICY STATEMENT

- 2.1** GCA acknowledges that clients have the right to appeal a school decision based on valid grounds for appeal.
- 2.2** GCA has a provision for clients to appeal against staff decisions.
- 2.3** GCA ensures that all students have access to a fair and equitable process for lodging an appeal against staff decisions.
- 2.4** In doing so, GCA:
 - A.** Has written processes in place for collecting and dealing with appeals in a constructive and timely manner.
 - B.** Ensures that these procedures are communicated to all staff, third-party partners, and clients.
 - C.** Ensures that each appeal and its outcome are recorded in writing.
 - D.** Ensures that each appellant can formally present his or her case.
 - E.** Ensures that each appellant is given a written statement of the appeal outcomes, including reasons for the decision.
 - F.** Takes appropriate action upon the subject of any appeal that is found to be substantiated; and
 - G.** Utilises outcomes of appeals to review current practices which may potentially lead to continuous improvement.

3.0 RELATED STANDARDS

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

4.0 POLICY PRINCIPLES



4.1 Every student has the right to lodge an appeal against the school staff's decisions if they feel they were unfairly treated during the enrolment processing, the assessment outcome, and/or where they feel the staff decision is incorrect and they have grounds for an appeal.

- A. The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- B. The Appeals Policy is publicly available via GCA's website.
- C. The appellant can provide detail of their appeal either verbally and/or in writing.
- D. All appeals must be lodged within 7 calendar days of the date of the decision outcome notification to the student.
- E. All appeals are acknowledged in writing and finalised as soon as practicable.
- F. If the appeal takes more than 60 calendar days to finalise, GCA will inform the appellant in writing, providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- G. All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

4.2 GROUNDS FOR APPEAL

Valid grounds for an appeal against a staff's decision (where the client feels the decision can be reconsidered) could include the following:

- A. The decision was not made in accordance with the GCA policy.
- B. Alleged bias of the staff.
- C. Alleged lack of rejection of the case.
- D. Alleged wrong information about the decision.
- E. Alleged inappropriate process for the time manners.
- F. Inappropriate conditions.

4.3 APPEAL OUTCOMES

An investigation into an appeal may result in one of the following outcomes. The appeal is upheld; in this event, the following options will be available:

- A. The original request will be reviewed by the GCA Managing Director.
- B. An updated student enrolment and decision shall be conducted/arranged.

5.0 RESPONSIBILITIES

The Managing Director of GCA is the Appeals Resolution Officer. The Managing Director may delegate responsibility for the resolution of the appeal if necessary.

Details concerning the scope of the Appeals Policy are to be clearly displayed throughout the organisation and contained within the GCA Staff Handbook, Student Handbook, and GCA's website.



6.0 APPEAL PROCESS

All appeals shall follow the below process:

- 6.1 Appeal to be made in writing within 7 calendar days of notification of the staff decision using the Appeals Form.
- 6.2 A submitted Appeals Form will constitute a formal appeal from the appellant. Further detail may be provided by the appellant verbally and written.
- 6.3 The Managing Director shall be informed of the receipt of any appeal.
- 6.4 The Managing Director may delegate responsibility for the resolution of the appeal, as appropriate.
- 6.5 The Student Support Officer will collect every possible evidence to support the case. The formal meeting will be conducted with the Managing Director.
- 6.6 Appeals, where possible, are to be resolved within 28 days of the initial application.
- 6.7 In all cases, the conclusion will be endorsed by the Managing Director.
- 6.8 The appellant will be advised in writing of the outcome of their appeal within twenty (20) days of the resolution.
- 6.9 If the outcome is not satisfactory to the appellant, they may seek an appointment with the Managing Director.
- 6.10 If the appeal is **not successful/not upheld**; Post review by management, the following options will be available:
 - A. The student may appeal the decision again. The student is encouraged to provide additional evidence to support their appeal.
 - B. The student may wish to further the matter with an external party, such as Overseas Student Ombudsman or the national regulator for the vocational education and training (VET) sector, the Australian Skills Quality Authority (ASQA).

Overseas Students Ombudsman

Phone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: <http://www.ombudsman.gov.au>

Australian Skills Quality Authority (ASQA).

1300 701 801 (dial +61 3 8613 3910 from outside Australia) between 9am to 7pm (AEDT)
Monday to Friday.

- 6.11 The student is advised to contact GCA Managing Director in writing if they lodge an appeal with the Student Ombudsman or regulator ASQA.
- 6.12 GCA must assist the regulator or Ombudsman in reviewing the case and ensure all complaint and appeal cases are processed fairly.
- 6.13 The student will be advised of the outcome. Any decision will be actioned immediately.

7.0 RECORDS MANAGEMENT



Records of all appeals and their outcomes are maintained securely.

Records of appeals will include:

- A. How the appeal was dealt with.
- B. The outcome of the appeal.
- C. The time frames for the resolution of the appeal.
- D. The potential causes of the appeal; and
- E. The steps taken to resolve the appeal.

8.0 MONITORING AND IMPROVEMENT

All appeals practices are monitored by the Managing Director of GCA and will be discussed at Management Review Meetings, with areas for improvement identified and acted upon.

9.0 QUALITY ASSURANCE

The Quality Assurance Manager conducts an annual review of all marketing materials and reports any issues to the CEO for resolution. The CEO and Quality Assurance Manager are responsible for maintaining compliance.

10.0 RELATED DOCUMENTS

Related documents include the marketing checklist, prospectus, course flyers, brochures, and GCA website, along with the Student Information Guide.

11.0 POLICY REVIEW

This policy will be reviewed in 12 months from version date or any legislative, regulation or policy update applicable.