



GLOBAL COLLEGE AUSTRALASIA

GCA STUDENT COMPLAINTS POLICY AND PROCEDURES

RTO No: 45088 | CRICOS Code: 03564F





GLOBAL COLLEGE AUSTRALASIA

RTO No. 45088 CRICOS CODE: 03564F

Moore St Campus
21 Moore Street, East Perth, WA 6004
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176 Wellington Street, East Perth, WA 6004
General Enquiry: 1300 886 340
Marketing & Enrolment: 0448 465 445
E-mail: admissions@globalcollege.edu.au
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1. PURPOSE

The purpose of this Policy is to ensure that Global College Australasia Pty Ltd (ACN 002 965 639 ABN 30 606 828 880, RTO ID 45088, CRICOS Provider 03564F) trading as Global College Australasia, herein known as "GCA", will handle complaints fairly, efficiently, and effectively as per Standard 10 of the National Code 2018 and Standard 6 of the Standards for Registered Training Organisation's (RTOs) 2015.

GCA will also ensure that all its current and prospective students have access to free, effective, and fair complaints resolution processes. This Policy outlines Global College Australasia'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 Global College Australasia can be heard and addressed.

2. SCOPE

This Policy applies to:

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

3. DEFINITIONS

Appellant	A person who applies to a higher authority for a reversal of the decision of a lower authority.
ASQA	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.
Appeal	An appeal is the process in which cases are reviewed; where parties request a formal change to an official decision.



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<p>Appeal (Complaint and Appeal) Stages - Global College Australasia <i>Refer to Appendix: Complaints and Appeals Flowchart</i></p>	<p>Pre-stage 1: Informal process – internal 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). Global College Australasia 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.</p> <p>Stage 1: Formal process – internal Student completes Form – <i>Application - Complaints and Appeal</i>. The receipt of the complaint will be acknowledged in writing within five working days of receiving the complaint. The Case Manager and the Complaints and Appeals Committee 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 – Complaints and Appeal, or as soon as practicable. If resolved – no further action.</p> <p>Stage 2: Formal process – internal If not resolved in the Stage 1 process, the student can lodge a written statement of appeal of the outcome of Stage 1 with the CEO/Managing Director (delegate) within five 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 Internal processes must precede any external appeal and students must inform Global College Australasia 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 Global College Australasia that they remain dissatisfied with the 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, Global College Australasia will advise the student to access an external body as outlined below within ten working days of the completion of the internal review.</p>
<p>Complainant</p>	<p>A person lodging a complaint or appeal.</p>
<p>Complaints and Appeals Committee</p>	<p>This committee is a subset of the Global College Australasia Senior Staff and is formed to hear Stage 2 appeals and complaints. There are three (3) nominated members; one of which is the CEO/Managing Director (delegate).</p>
<p>Complaints and Appeals Process</p>	<p>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. Global College Australasia implements one policy that includes complaints and appeals processes. Complaints and Appeals may be academic or general in nature: Academic: Assessment and results, complainant progress, curriculum content and delivery, and conferral of awards. General [non-academic]: not services and administration, marketing and information, facilities, fees and finance-related matters, and welfare.</p>





DoHA	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/
ESOS Act	Educational Services for Overseas Students Act as amended from time to time.
GS	Genuine Student requirement (GS). All applicants for a student visa must show they are coming to Australia temporarily to gain a quality education. Genuine Student requirement (homeaffairs.gov.au)
OSO	Overseas Student Ombudsman. http://www.ombudsman.gov.au/How-we-can-help/overseas-students
PRISMS	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). 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.
Respondent	A person responding to a complaint or appeal.
Written Agreements	A written agreement under Australian law with regard to acceptance of an offer of a course. These must be in the form of a written agreement. This is the document that the student signs when they enrol with an education provider. 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. Overseas students enrolled in a number of consecutive courses with the one provider do not need a separate written agreement for each course. If the terms of the agreement are the same for each course, the registered provider may have a single written agreement covering all the courses. Changes can be made to the written agreement. Both student and provider need to agree on the changes before they take effect. Any modifications to the written agreement should be clearly dated so that it is clear which terms apply at any point in time. The student should keep a copy of any modifications to the written agreement.

4. POLICY PRINCIPLES

The complaints and appeals process is premised on all parties acting in genuine good faith with an open approach to considering reasonable options to resolve the matter.

GCA manages all aspects of the Complaints and Appeals process with due regard to procedural fairness (natural justice) for the claimant and the respondent. This involves:

- a) The right to be treated fairly and for all parties to be informed of the relevant process.
- b) The right for relevant parties to be informed of allegations made against them.
- c) The right to be heard and to be able to respond to allegations.
- d) The right to an unbiased decision-maker.
- e) The right to not have irrelevant matters considered.
- f) The right to review or appeal, including access to external review mechanisms.

While anonymous complaints can be made, GCA may be constrained in how effectively these can be investigated, and ongoing anonymity cannot always be guaranteed if a matter is investigated.



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A student lodging a complaint under this Policy generally has the right to withdraw it, but there will be instances where the College, for its own protection and the protection of others, must nonetheless continue to investigate after the complaint is withdrawn.

GCA reserves the right to take appropriate disciplinary action in response to a vexatious complaint. The College may also decline to consider a frivolous complaint.

GCA will manage the Grievances, Complaints, and Appeals Process based on the following principles:

- a) **Availability:** The process is available to all students and information is made available on the GCA's official website and other communications to students.
- b) **Accessibility:** All internal stages of the Grievances, Complaints, and Appeals Process are free of charge to the student. Students may be required to pay a fee when making an appeal via the Student Mediation Scheme or other external agency after the internal process is exhausted.
- c) **Advocacy and support for students:** Students may use or be accompanied by a nominated support person to support their effective participation in the Grievances, Complaints, and Appeals Process. A student may nominate their own support person, other than a practicing legal practitioner.
- d) **Timeliness:**
 - i. The different stages of the complaints and appeals process are undertaken in a timely manner, in compliance with internal and external requirements.
 - ii. If, due to exceptional circumstances, the time frame requirements cannot be met, the student is kept informed about the process.
 - iii. The College will implement agreed follow-up actions (recommendations) as soon as reasonably practicable.
- e) **Confidentiality and privacy:**
 - i. A complaint will be treated by all parties to the Grievances, Complaints, and Appeals process with appropriate confidentiality.
 - ii. Unless otherwise required by law, access to information is limited to the parties involved and other staff members on a need-to-know basis.
- f) **No disadvantage:**
 - i. Students will not be disadvantaged or otherwise suffer adverse consequences as a result of pursuing a matter under this Policy. Unless circumstances of serious misconduct apply, a claimant's enrolment will normally be maintained while the Grievances, Complaints, and Appeals Process (including external appeal) is underway.
 - ii. Any alternative study or class arrangements put in place by the College as an interim measure to help resolve a complaint should not disadvantage the claimant.
 - iii. The College will not tolerate victimisation in any form of:



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- a student lodging a complaint, review, or appeal; or
 - any person providing information in relation to the matter of the subject of the Grievances, Complaints, and Appeals Process or is otherwise involved in the process.
- iv. Disciplinary action will be taken against any student or staff member who retaliates against or victimises a person as outlined above.

5. POLICY IMPLEMENTATION

- 5.1 Despite all efforts of Global College Australasia to provide satisfactory services to its learners, overseas students, clients, employers, and other persons, complaints may occasionally arise requiring formal resolution.
- 5.2 Complaints and appeals may be made in relation to any of Global College Australasia's services, which includes academic and non-academic matters.

ACADEMIC MATTERS MAY INCLUDE BUT ARE NOT LIMITED TO:

- Course content and course delivery methodology.
- The quality of training and assessment provided.
- Attendance, assessment, course progress, and extending course duration.
- Trainers and assessors.
- Course duration and shifts.
- Assessments.
- Issuing of AQF qualifications.
- Course progress.

NON-ACADEMIC MATTERS MAY INCLUDE BUT NOT LIMITED TO:

- Student support services and administration.
- Cancellation of enrolment.
- Refusal to release students.
- Extending eCoe (Certificate of Enrolment).
- Marketing and promotion.
- Fees and finance-related matters.
- Holiday breaks.
- Bullying and harassment.
- The selection processes.
- The enrolment, induction, and/or orientation process.
- Access to records.
- Decisions made by Global College Australasia.
- The way someone has been treated.

- 5.3 Global College Australasia is committed to implementing the principles of natural justice and procedural fairness at every stage of the complaint and appeal process. Global College Australasia will conduct the assessment of the complaint or appeal in a professional, fair, and transparent manner. [Standard 10: Complaints and appeals]

- 5.4 Global College Australasia 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. Global College Australasia aims to:

- a. Develop a culture that sees complaints and appeals as opportunities to enhance the organisation and its operations.
- b. Implement a client-focused complaint and appeals handling system to help Global College Australasia prevent recurrence of these issues.
- c. Ensure all complaints and appeals are resolved promptly, objectively, with sensitivity, and in complete confidentiality.
- d. For overseas students: ensure complaints are resolved quickly to avoid impacting their study time in Australia as specified by their visa.
- e. Respect the views of each complainant and respondent, ensuring no party involved in a complaint or appeal faces discrimination or victimisation.

- 5.5 All formal complaints and appeals processes will commence within ten (10) working days and responded to efficiently to ensure an effective resolution within a reasonable time frame (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.
- 5.6 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.*
- 5.7 If Global College Australasia considers that more than sixty (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 sixty calendar days are required, and will regularly update the complainant or appellant on the progress of the matter.
- 5.8 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; this considers a range of aspects that may include reviewing an overseas student's Genuine Student requirement (GS), Statement of Purpose, Pre-training Review, etc.
- 5.9 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.
- 5.10 All records relating to complaints and appeals will be treated as confidential and will be covered by Global College Australasia's Information Privacy Policy.
- 5.11 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. These will be recorded on the complaints and appeals register.
- 5.12 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 act under Australia's Consumer Protection laws. This Policy does not circumscribe an individual's rights to pursue other legal remedies.
- 5.13 Global College Australasia will respond to any complaint or appeal the overseas student makes regarding



his or her dealings with Global College Australasia, including Global College Australasia's education agents or any related party Global College Australasia has an arrangement with to deliver the overseas student's course or related service.

5.14 This Policy is publicly accessible on the Global College Australasia website.

6. COMPLAINTS AND APPEAL PROCEDURE

6.1 INTERNAL COMPLAINTS AND APPEAL

- 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). Global College Australasia'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.
- c. The overseas student will be given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome.
- d. Global College Australasia will keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.

6.2 EXTERNAL COMPLAINT AND APPEAL

- a. If the overseas student is not successful in Global College Australasia's internal complaints handling and appeals process, Global College Australasia will advise the overseas student within ten (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. Global College Australasia will provide the overseas student the contact details of the appropriate complaints handling and appeals body.
- b. Global College Australasia will make clear to overseas students that in most cases, the purpose of the external appeals process is to consider whether Global College Australasia has followed its policies and procedures, rather than decide in place of the institution.
- c. If the internal appeals process upholds Global College Australasia's decision and the overseas student goes on to access an external appeals process, Global College Australasia will not create ongoing Confirmation of Enrolments (CoEs) if the overseas student's enrolment was due to lapse naturally. However, Global College Australasia will not report the overseas student to the Department of Education 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 Global College Australasia [See ESOS Standard 8].

6.3 MAKING A FORMAL COMPLAINT

6.3.1 Stage 1 - formal (internal) [Initial formal complaint and appeal after exhausting the **Pre-Stage 1 – internal informal process**].

The student completed the **Complaints and Appeal Application Form – Stage 1** is completed (as per the directions on the Form).

The **Complaints and Appeal Application Form – Stage 1** is accessible:



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- On site in both camps (21 Moore Street, East Perth 6004, and 176 Wellington Street, East Perth 6004) on the campus wall near reception;
- On the GCA website;
- From student support: request a complaint form.

6.3.2 When making a complaint, the complainant should provide as much detail as possible to enable Global College Australasia 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.

6.3.3 The receipt of the complaint will be acknowledged in writing within five (5) working days of receiving the complaint.

6.3.4 Upon receiving the complaint, the student support officer allocated by the Director will plan and investigate the matter and ensure that Global College Australasia 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.

6.3.5 The student support officer then reports this complaint to the Complaints and Appeals Committee in GCA. The committee involves the Operations Manager, Admissions Manager, and the Training Manager.

6.3.6 The student support officer and the Complaints and Appeals Committee 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 **Application - Complaint and Appeal Form**, or as soon as practicable. If resolved, there is no further action.

6.3.7 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/Managing Director (delegate) within five (5) working days of the date of the written communication regarding the outcome of Stage 1.

6.3.8 If resolved, there is no further action. Review of the outcome of the preceding complaint and appeal is undertaken by the Complaints and Appeals Committee made up of nominated persons, one of which must be the CEO/Managing Director (delegate). The outcome of the review of the complaint and appeal with reasons for decision is communicated in writing to the complainant within twenty (20) working days of receipt of the written statement. Students will be informed of the progress of their complaint if there is a delay.

6.3.9 Stage 3 – external: Internal processes must precede any external appeal, and students must inform Global College Australasia 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 Global College Australasia that they remain dissatisfied with the 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, Global College Australasia will advise the student to access an external body as outlined below within ten (10) working days of the completion of the internal review.



6.4 EXTERNAL COMPLAINTS AND APPEALS PROCESS

6.4.2 Where the complainant remains dissatisfied with the outcome of the complaints and appeals process offered by Global College Australasia to date, the complainant can access an external source's complaints or appeals process at their own cost. Internal processes must precede any external appeal, and students must inform Global College Australasia of their intention to proceed to an external appeal.

6.4.3 Complainants have several external sources ('external reviewer') where they can raise a complaint or appeal, including:

- a. Consumer Protection, <https://www.commerce.wa.gov.au/consumer-protection>
- b. Administrative Appeals Tribunal. www.aat.gov.au/contact-us
- c. The RTO'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 RTO about its course/s;
- ii. The delivery and assessment of training received; and
- iii. Qualifications issued or to be issued.

Australian Skills Quality Authority (ASQA).

1300701 801 (dial +61 3 8613 3910 from outside Australia) between 9 am to 7 pm (AEDT)
Monday to Friday.

- d. 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.

[02616-OSO-Making-a-complaint_web.pdf \(ombudsman.gov.au\)](#)

Overseas Students Ombudsman

Phone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

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

- 6.4.4 If the internal or any external complaint handling or appeal process results in a decision that supports the student, Global College Australasia will immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome.

6.5 Making an appeal of an Assessment decision

6.5.2 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 must complete Attachment A: *Formal appeal – assessment task/grade* within twenty (20) working days of the assessment decision being made. The request must include reasons [basis] why the assessment appeal is being made.

6.5.3 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.

6.5.4 The assessment will then be reviewed, which may involve:



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

6.5.5 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 time frame.

6.6 REPORTING VIA PRISMS

6.6.2 Reporting an overseas student to the Department of Education through PRISMS will only occur if the overseas student:

6.6.2.1

- a. Has unsatisfactory course progress, and/or;
- b. Has unsatisfactory attendance, and/or;
- c. Misconduct, misbehavior, and/or;
- d. Breaches a student visa condition.

6.6.2.2 The internal and external complaints processes have been completed, and the breach has been upheld;

6.6.2.3 The overseas student has chosen not to access the internal complaints and appeals process within the twenty (20)-working day period;

6.6.2.4 The overseas student has chosen not to access the external complaints and appeals process;

6.6.2.5 The overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

6.7 ENROLMENT STATUS

6.7.2 Global College Australasia 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 Global College Australasia maintains the student's enrolment as follows:

- a. If the appeal is against Global College Australasia'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 Global College Australasia's decision to suspend or cancel a student's enrolment due to misbehaviour, Global College Australasia will notify the Department of Education 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.



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6.7.3 For **overseas students**, maintaining the student's enrolment means not notifying the Department of Education through PRISMS of any change to the student's enrolment status.

6.7.4 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.

7.0 RECORDS MANAGEMENT

7.1 Records of all complaints and their outcomes are maintained securely.

7.2 A complaints and appeals register will be maintained. Complaints and appeals documentation will be retained in accordance with GCA's retention guidelines. Records of complaints include:

- a) How the complaint was dealt with.
- b) The outcome of the complaint.
- c) The time frames for resolution of the complaint.
- d) The potential causes of the complaint.
- e) The steps taken to resolve the complaint.
- f) All documentation is maintained in accordance with the Records Management Policy.

8.0 ASSOCIATED DOCUMENTS

- Student Handbook
- GCA website

9.0 RELATED STANDARDS /LEGISLATIONS

- Standards for RTOs 2015 – Standard 6.
- National Code 2018 – Standard 10.
- ESOS Act 2000.
- Privacy Act 2018.
- Education Services for Overseas Students Act 2000 (ESOS Act).

10.0 MONITORING AND IMPROVEMENT

10.1 Potential causes of complaints and appeals will be identified from the complaint and appeal at hand and transferred to the Continuous Improvement Register to enable corrective action to be taken to eliminate or mitigate the likelihood of reoccurrence.

10.2 Individual complaints are assessed to see if there are any systemic issues that warrant attention.

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

11. QUALITY ASSURANCE



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The Quality Assurance Manager conducts an annual review of all matters and reports any issues to the CEO/Managing Director (delegate) for resolution. The CEO/Managing Director (delegate) and Quality Assurance Manager, Senior Administrative Coordinator, and Academic Manager are responsible for maintaining compliance.

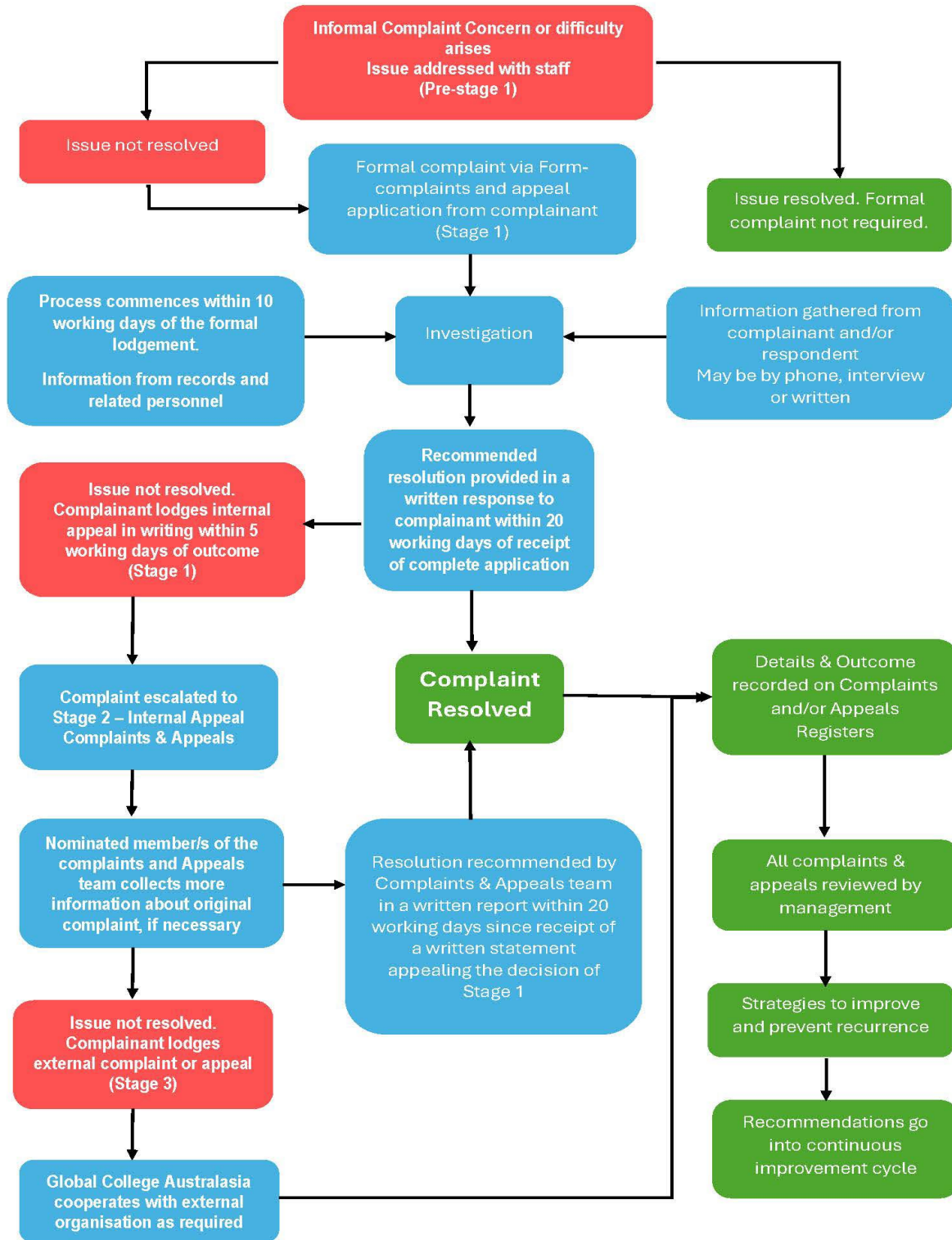
Relevant staff will be informed of this Policy and Procedure, and any subsequent changes will be shared via an agenda item at a scheduled Quality and Compliance Committee meeting.

Version Control

Version	Created by:	Date	Reason for Update	Reviewed by	Implementation Date Note: Must be after circulation to all stakeholders.
1.0	James Rayne	10/01/2022	New Format	Brodie Smith	24/01/2022
2.0	Michelle Tilley	09/01/2023	Review Point	Brodie Smith	06/02/2023
3.0	Crystal Huang	02/05/2024	Procedure reviewed with Clarity to dates with response timeframe. Complaints register updated	Dr Bind Smith	07/05/2024
4.0	Crystal Huang	07/06/2024	Flowchart added	D Bindu Smith	15/06/2024



12. APPENDIX – COMPLAINTS AND APPEALS FLOWCHART





For Complainants (Students, Staff, third party providers or GCA stakeholder)

1. What should I do if I have a complaint?

Answer: If you have a complaint, you are encouraged to resolve the issue informally with the person(s) involved. If this is not possible, you can submit a formal complaint by completing the Complaints and Appeal Application Form – Stage 1. This form is available on campus, on the GCA website ([Complaints-Lodgement-Form-V4.pdf \(globalcollege.edu.au\)](http://globalcollege.edu.au/Complaints-Lodgement-Form-V4.pdf)), or from student support.

2. How long will it take for my complaint to be resolved?

Answer: The complaint process should begin within 10 working days of your submission. Typically, the resolution is provided within 20 working days, but complex cases may take longer. You will be kept informed if there are any delays.

3. Can I have someone support me during the complaints process?

Answer: Yes, you can have a support person with you during any relevant meetings. However, this support person cannot be a practicing legal practitioner.

4. What happens if my complaint is not resolved internally?

Answer: If your complaint is not resolved through GCA's internal process, you have the right to access an external complaint handling and appeals process. GCA will provide you with the necessary contact details for the appropriate body.

5. Will my complaint be kept confidential?

Answer: Yes, all complaints are treated with appropriate confidentiality. Information is shared only with those who need to know in order to resolve the issue.



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For further information regarding course progress and intervention, please contact GCAs Student Support Officers.

Contact Us

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For Trainers

1. How should I handle a student's informal complaint?

Answer: Encourage the student to resolve the issue directly with the concerned party. If they need assistance, offer support to help them address the problem informally before it escalates to a formal complaint.

2. What is my role in the formal complaint process?

Answer: If a formal complaint involves you or your area of responsibility, provide accurate and complete information to assist in the investigation. You may also need to participate in discussions or meetings as required by the Complaints and Appeals Committee.

3. How can I support students during the complaint process?

Answer: You can guide students through the process, help them understand the steps involved, and ensure they have access to the necessary forms and support services. The policy and forms are available on GCAs website ([Best International College in Perth Western Australia | Global College](#))

4. What should I do if I am part of the Complaints and Appeals Committee?

Answer: As a committee member, you will review the complaint, participate in investigations, and help determine a fair resolution. Ensure all actions are taken in a timely and professional manner, respecting procedural fairness.

For further information regarding course progress and intervention, please contact GCAs RTO Manager or delegate.



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For Internal Staff

1. What is my role in the complaints process?

Answer: Ensure that all complaints are handled according to the policy, maintaining procedural fairness and confidentiality. Monitor the process to ensure compliance with internal and external regulations.

2. How do I ensure procedural fairness in the complaints process?

Answer: Ensure all parties are treated fairly, informed of the process, and given the opportunity to present their case. Decisions should be made impartially, without considering irrelevant information.

3. What steps should be taken if a complaint is not resolved within the expected timeframe?

Answer: Inform the complainant in writing if the process will take longer than 60 days, explaining the reasons for the delay. Keep the complainant regularly updated on the progress.

4. How should records of complaints be managed?

Answer: Maintain detailed records of all complaints and their outcomes in the Complaints and Appeals Register. Ensure these records include the reasons/ causes, corrective actions undertaken to eliminate possibility of reoccurrence and are kept confidential and stored securely, in accordance with GCA's Information Privacy Policy.

5. What actions should be taken for anonymous complaints?

Answer: While anonymous complaints are accepted, they may be challenging to investigate fully. Make efforts to address the issues raised while respecting the anonymity of the complainant as much as possible.



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