

# Appeals Policy (CC)

**Colleges of Business and Technology (WA) Pty Ltd**  
 Trading as Curtin College, a member of Navitas Pty Limited  
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## Document

<b>Document Name</b>	Appeals Policy (CC)
<b>Brief Description</b>	This policy has been developed to ensure all current and prospective students of Curtin College or any partner provider are given access to a free, effective and fair appeals process
<b>Responsibility</b>	Academic Director
<b>Initial Issue Date</b>	July 2000

## Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
7/12/2021	1.3	Minor Updates	Academic Director
6/04/2023	2.0	Major Updates	Academic Director

## Related Documents

Name	Location
Access, Diversity, Equity and Inclusion Policy	Curtin College website and 'H' Drive
Appeals Procedure	Curtin College website and 'H' Drive
Progress & Intervention Policy	Curtin College website and 'H' Drive
Student Code of Conduct	Curtin College website and 'H' Drive
Student Complaints Policy	Curtin College website and Curtin College 'H' Drive

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## 1 Introduction

1.1 This policy has been developed to ensure all current and prospective students of Curtin College or any partner provider are given access to a free, effective and fair appeals process.

1.2 There are four separate processes depending on whether the appeal is related to:

- Assessments including exam (refer to section 4.1)
- Final results (refer to section 4.2)
- Termination or Conditional Academic Status (refer to section 4.3)
- Appeal against assessment for service taught unit (refer to section 5.4)

*The Appeals Procedure sets out the valid grounds and procedures for each type of appeal.*

1.3 This policy has been developed in line with requirements set out in Higher Education Support Act 2003, The Education Services for Overseas Students Act (ESOS) 2000, the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018) – Standard 10; and the Higher Education Standards Framework 2021 (Threshold Standards) - Standard 2.4.

## 2 Scope

Any current or prospective student of the College or its partner provider is entitled to access the appeals process set out in this policy, regardless of the location of the campus at which the matter has arisen, the student's place of residence or the mode in which they study.

## 3 Policy Principles

3.1 The principles which underpin this policy are as follows:

- 3.1.1 The consideration of appeals will be dealt with according to principles of procedural fairness which respects the right of a complainant to be heard by an impartial party;
- 3.1.2 Appellants and respondents will not be subject to discrimination or harassment resulting from their participation in the appeals process in line with the College's Access, Diversity, Equity and Inclusion Policy;
- 3.1.3 This appeals process does not restrict a student's or person's right to pursue other legal remedies;
- 3.1.4 Staff will make all attempts to respond to appeals within the time limits set out in this policy;
- 3.1.5 This policy will be made available to the public on the [Curtin College website](#) and all new students are informed of this policy, its location and where to get more information, during Orientation.
- 3.1.6 Appellants and/or respondents have the right to be represented by a third person (such as family member, friend, counsellor, translator or other professional support person, other than a qualified legal practitioner), if they so desire;
- 3.1.7 All communications arising from the appeals process, together with the proceedings of the Appeals Committee, will remain confidential, except to the extent necessary to give effect to this Appeals Policy;
- 3.1.8 Where the appeal relates to suspension of enrolment, students may maintain their enrolled status whilst awaiting the outcome of the appeal;
- 3.1.9 When enrolled at an Australian campus, the appellant has the opportunity to formally present his/her case at no cost to them, to the external agent listed under point 5.6 of this policy. Students at offshore campuses may also be able to make external appeals, and where this is the case, students will be informed of any such external agency when being advised upon the outcome of any Formal Appeal;
- 3.1.10 If an internal or any external appeal process results in a decision that supports the student, the College will implement the decision immediately or Collusion is not limited to collaboration with a Curtin College or Curtin University student.

## 4 Responsibilities

- 4.1 The Academic Leadership Team are responsible for the implementation of this policy.
- 4.2 The Academic Director or nominee/s is responsible for the training of academic staff in the application of the policy and for verbally advising and explaining the policy to students.
- 4.3 The Student & Academic Services Manager or nominee will ensure information on appeals is updated in the Student Handbook and uploaded to Moodle.
- 4.4 The Student and Academic Services team are responsible for maintain a register of academic appeals and outcomes.
- 4.5 The Academic Director will conduct a review of the appeals register at the completion of each study period to identify trends and subsequently report on those trends to the College Leadership Team.
- 4.6 The Academic Director or nominee is responsible for ensuring that records of all appeals are kept for a period of five (5) years.
- 4.7 The Academic Director or nominee will provide recommendations for procedural improvement or policy change/s arising out of any step of the appeals process to the College Leadership Team for recording and consideration.
- 4.8 The College Director and Principal or equivalent is responsible for the training of support staff in its application.
- 4.9 The Quality and Compliance Manager is responsible for ensuring any updates to this policy are disseminated to staff and are published on the website.

## 5 Risk and Compliance Management

### 5.1 General

- 5.1.1 Students and staff are required to make themselves familiar with the content and intent of this Policy.
- 5.1.2 Non-compliance with this Policy poses a material risk to the College.
- 5.1.3 Compliance with this Policy is an outcome of meeting the Standards set and focusing on delivering a positive learning and teaching experience.
- 5.1.4 Recommendations arising from any external review of the Appeals Policy or procedures should be implemented within 90 days of notification.

## 6 Definitions

Refer to the [Glossary of Policy Terms](#) on the Curtin College website.

## 7 Review

- 7.1 This Policy is tested and reviewed every two years by the Academic Director in line with the continuous improvement schedule, and any changes to the regulatory compliance requirements, legislation, regulation and guidelines.
- 7.2 This review process aims to ensure alignment to appropriate strategic direction and continued relevance to the College's current and planned operations.

## 8 Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	Manager Quality and Compliance	Policy HUB	Permanently	Archived once updated or reviewed