

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 Name	Appeals Policy (CC)
Brief Description	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
Responsibility	Academic Director
Initial Issue Date	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
27/3/2025	3.0	Adoption of a principle-based policy and removal of process information.	Academic Policy Working Group

Related Documents

Name	Location
Access, Diversity, Equity and Inclusion Policy	Curtin College website and Curtin College 'H' Drive
Assessment Policy	Curtin College website and Curtin College 'H' Drive
Progress & Intervention Policy	Curtin College website and Curtin College 'H' Drive
Student Code of Conduct	Curtin College website and Curtin College '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 that all Curtin College students have access to a free, effective and fair appeals process.
- 1.2 This Policy is supported by the *Appeals Procedure*.

2 Policy Principles

- 2.1 The consideration of appeals will be dealt with according to principles of procedural fairness.
- 2.2 Appellants and respondents will not be subject to reprisal, discrimination or harassment resulting from their participation in the appeals process in line with the College's Access, Diversity, Equity and Inclusion Policy.
- 2.3 This appeals process does not restrict a student's right to pursue other legal remedies.
- 2.4 In relation to appeals, staff will make all attempts to respond within the time limits set out in this policy.
- 2.5 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.
- 2.6 Appellants and/or respondents have the right to be accompanied by a support person (such as family member, friend, counsellor, translator or other person, other than a qualified legal practitioner), if they so desire.
- 2.7 All communication 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.
- 2.8 Where the appeal relates to suspension of enrolment, students may maintain their enrolled status whilst awaiting the outcome of the appeal.
- 2.9 If an internal or any external appeal process results in a decision that supports the student, the College will implement the decision immediately.
- 2.10 Students will be informed of external grievance resolution mechanisms in writing at the point that the College resolution process has finished.

3 Responsibilities

- 3.1 The Student and Academic Services team are responsible for maintaining a register of academic appeals and outcomes.
- 3.2 The Academic Director 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;
- 3.3 The College Director and Principal will:
 - a) ensure that records of all appeals are kept for a period of five (5) years; and
 - b) 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.
- 3.4 The Quality and Compliance Manager is responsible for ensuring any updates to this policy are disseminated to staff and are published on the website.

4 Risk and Compliance Management

- 4.1 Students and staff will make themselves familiar with the content and intent of this Policy.
- 4.2 Non-compliance with this Policy poses a material risk to the College.
- 4.3 Compliance with this Policy is an outcome of meeting the Standards set and focusing on delivering a positive learning and teaching experience.

5 Definitions

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

6 Review

- 6.1 This Policy will be 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 to ensure alignment to appropriate strategic direction and continued relevance to the College's current and planned operations.

7 Records Management

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

Record type	Owner	Location	Retention	Disposal
Policy	Academic Director	Website and Shared Drive	Permanently	Archived once updated or reviewed