Contents

1. Purpose........................................................................................................................................3
2. Rationale........................................................................................................................................3
3. Definitions...................................................................................................................................3
4. Responsibility.................................................................................................................................4
5. Informal complaints.......................................................................................................................4
6. Formal complaints..........................................................................................................................4
7. Internal appeals...............................................................................................................................5
8. External appeals...............................................................................................................................6
1. Purpose

1.1. The purpose of this Policy is to ensure that Australia Institute of Business and Technology and Australia Institute of Business and Technology International (collectively AIBT) provides a consistent, fair and equitable framework to manage and resolve student complaints and appeals in a respectful and timely manner.

2. Rationale

2.1. Standard 10 of National Code 2018 requires AIBT to have in place a documented policy, which provides an internal and external process for overseas students to lodge a complaint or grievance in relation to AIBT or appeal a decision of AIBT that cannot be resolved informally.

2.2. To provide overseas students with a complaints and appeals process that is fair, uncomplex, timely and inexpensive to students to access and use.

3. Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
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<tbody>
<tr>
<td>Appeal</td>
<td>A formal request in writing by an overseas student to have a decision made in relation to that student to be reviewed or reconsidered. Such a decision may include, but is not limited to unsatisfactory attendance or course progression, cancellation of enrolment, refunds of fees, formal warnings given to the student for breaching Student Handbook or Code of Conduct</td>
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<tr>
<td>Complaint/Grievance</td>
<td>A cause of dissatisfaction by an overseas student about a decision and/or action, including but not limited to the conduct of another student or staff member that is unfair or unreasonable and has impacted or is impacting or has caused or is causing detriment to the student</td>
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<tr>
<td>CRISCOS</td>
<td>Commonwealth Register of Institutions and Courses for Overseas Students</td>
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<td>Enrolment Form</td>
<td>The application completed by the overseas student to apply for a course or courses offered by AIBT</td>
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<tr>
<td>External Appeal</td>
<td>Where the overseas student who is not satisfied by an Internal Appeal decision of AIBT requests the Appeal to be reviewed or reconsidered by an external party to AIBT</td>
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<td>External Appeals Officer</td>
<td>A person or persons, external to AIBT, who are appointed by AIBT to hear and determine external appeal of a student</td>
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<td>Internal Appeal</td>
<td>Where the Appeal of the overseas student is reviewed and reconsidered by AIBT</td>
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<tr>
<td>Internal Appeals Officer</td>
<td>A person or persons appointed by AIBT to review the internal appeal of a student</td>
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<tr>
<td>Letter of Offer</td>
<td>The letter sent to the overseas student by AIBT offering the student a placement in a course with AIBT</td>
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<td>National Code 2018</td>
<td>National Code of Practice for Providers of Education and Training to Overseas Students 2018</td>
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<tr>
<td>Overseas Student</td>
<td>A person (whether inside or outside of Australia) who holds or intends to apply for a student visa to study in Australia</td>
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<tr>
<td>Support Person</td>
<td>Refers to a person who is not directly involved with the complaint or appeal of the student and can be a friend, family member, legal guardian or counsellor. A support person is not a legal representative.</td>
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4. Responsibility

4.1. AIBT is responsible for ensuring that the persons to whom this Policy applies can access and view this Policy. This may include, but is not limited to:
- Posting a copy of the Policy on the AIBT website
- Providing links in AIBT documents, including but not limited to, the student Enrolment Form and Letter of Offer sent to overseas students;
- Providing a copy in the Student Handbook; and
- Providing updates or developments of the Policy.

5. Informal complaints

5.1. Overseas students who wish to make a complaint or grievance about AIBT, its staff, students, education agents, products, services or processes, are encouraged, in the first instance, to attempt to resolve their complaint or grievance through an informal discussion, as follows:

5.1.1. if the complaint or grievance relates to their course, directly with their Trainer, or if the complaint or grievance is about their Trainer, directly to the Head of School in which they are enrolled;

5.1.2. if the complaint or grievance relates to another student in their course, directly with the other student, or alternatively with their Trainer;

5.1.3. if the complaint or grievance is about personal or welfare issues, including but not limited to accommodation, course progression, directly with the Manager, Student Support Services, or if the complaint or grievance is about the Manager, Student Support Services, directly the Manager, Human Capital.

6. Formal complaints

6.1. In circumstances where the complaint or grievance of the overseas student is not able to be resolved informally in accordance with clause 5 of this Policy, the student can make a formal complaint, as follows:

6.1.1. the formal complaint is to be in writing by completing the Student Complaint Form situated at https://aibtglobal.edu.au/support/student-forms/aibt/;

6.1.2. the complaint should clearly set out the details of the complaint, the issue(s) complained about, the person(s) involved and any supporting evidence and any action that the student has taken to informally resolve the complaint in accordance with clause 5 of this Policy;

6.1.3. once lodged the complaint will be assessed and the student will be notified in writing by AIBT within ten (10) working days of receiving the complaint of potential time frames to finalise the complaint and the proposed action that AIBT intends to take in relation to the complaint. This action may include, but is not limited to:
(i) reviewing assessment or other academic records;
(ii) undertaking informal enquiries;
(iii) undertaking a formal investigation;
(iv) rectifying the issue complained of;
(v) requesting further information from the student;
(vi) taking no further action in relation to the complaint;
requesting a meeting with the student and their support person (if required by the student), to discuss the complaint.

6.2. AIBT will endeavour to finalise the complaint of the student as soon as reasonably practicable.

6.3. Where AIBT requires the student to present further information or evidence in relation to the complaint, the student may be assisted by a support person in this process and attend meetings with the student.

6.4. AIBT will provide the student with a written decision of the complaint and advise the student of the internal appeal process.

6.5. AIBT will keep a written record of the complaint, including the written decision provided to the student.

7. Internal appeals

7.1. Where a student is not satisfied with the decision of AIBT in relation to a formal complaint lodged by the student pursuant to clause 6 of this Policy, the student can seek an internal appeal of AIBT's decision, in the following manner:

7.1.1. the appeal is to be in writing by completing the Student Complaint Form situated at https://aibtglobal.edu.au/support/student-forms/aibt/.

7.1.2. the appeal should clearly state “Appeal of Decision,” attach a copy of the decision that the student wants to appeal and provide a detailed summary of the grounds for the appeal and attach any supporting evidence relevant to the appeal;

7.1.3. upon receipt of the appeal, it will be assessed and an internal appeals officer will be appointed to undertake a review of the appeal;

7.1.4. within ten (10) working days of receipt of the student’s appeal, the internal appeals officer will notify the student in writing of potential time frames to finalise the review of the appeal and the proposed action that the internal appeals officer intends to take in relation to the appeal. This action may include, but is not limited to:
   (i) reviewing assessment or other academic records;
   (ii) undertaking informal enquiries;
   (iii) undertaking a formal investigation;
   (iv) rectifying the issue related to the appeal;
   (v) requesting further information from the student;
   (vi) taking no further action in relation to the appeal;
   (vii) requesting a meeting with the student and their support person (if required by the student), to discuss the appeal.

7.2. Within ten (10) working days of the internal appeals officer making the decision in relation to the appeal, the student will be provided with a copy of the written decision and where the student has been unsuccessful in the appeal, the student will be provided with information about the external appeal process, including the external appeals officer’s details.

7.3. Where the appeal is in favour of the student, AIBT will immediately implement the decision or recommendation and/or take the preventative or corrective action required by the decision and advise the student accordingly.

7.4. AIBT will keep a written record of the appeal, including the written decision provided to the student.
8. External appeals

8.1. Where a student is not satisfied with the decision of AIBT in relation to the internal appeal lodged by the student pursuant to clause 7 of this Policy, the student can seek an external appeal of AIBT’s decision, in the following manner:

8.1.1. the appeal is to be in writing and addressed to the external appeals officer, listed in the internal appeal decision;
8.1.2. the appeal should clearly state “Appeal of Internal Decision,” attach a copy of the decision that the student wants to appeal and provide a detailed summary of the grounds for the appeal and attach any supporting evidence relevant to the appeal;
8.1.3. the external appeals officer will be responsible for notifying the student in relation to the external appeal process, including time frames, independently of AIBT, including notification of the external appeals officer’s decision to the student.

8.2. Where the external appeal is in favour of the student, AIBT will immediately implement the decision or recommendation and/or take the preventative or corrective action required by the decision and advise the student accordingly.

8.3. AIBT will keep the written decision of the external appeals officer and provide a copy to the student.

Document version control

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<th>Version</th>
<th>Date</th>
<th>Change Description</th>
<th>Author</th>
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<td>1.0</td>
<td>Sept 2016</td>
<td>Initial Release</td>
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<td>April 2018</td>
<td>Redrafted</td>
<td>Frieberg</td>
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<td>1.2</td>
<td>July 2019</td>
<td>Updated with reference to the online complaints form</td>
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