

## Purpose

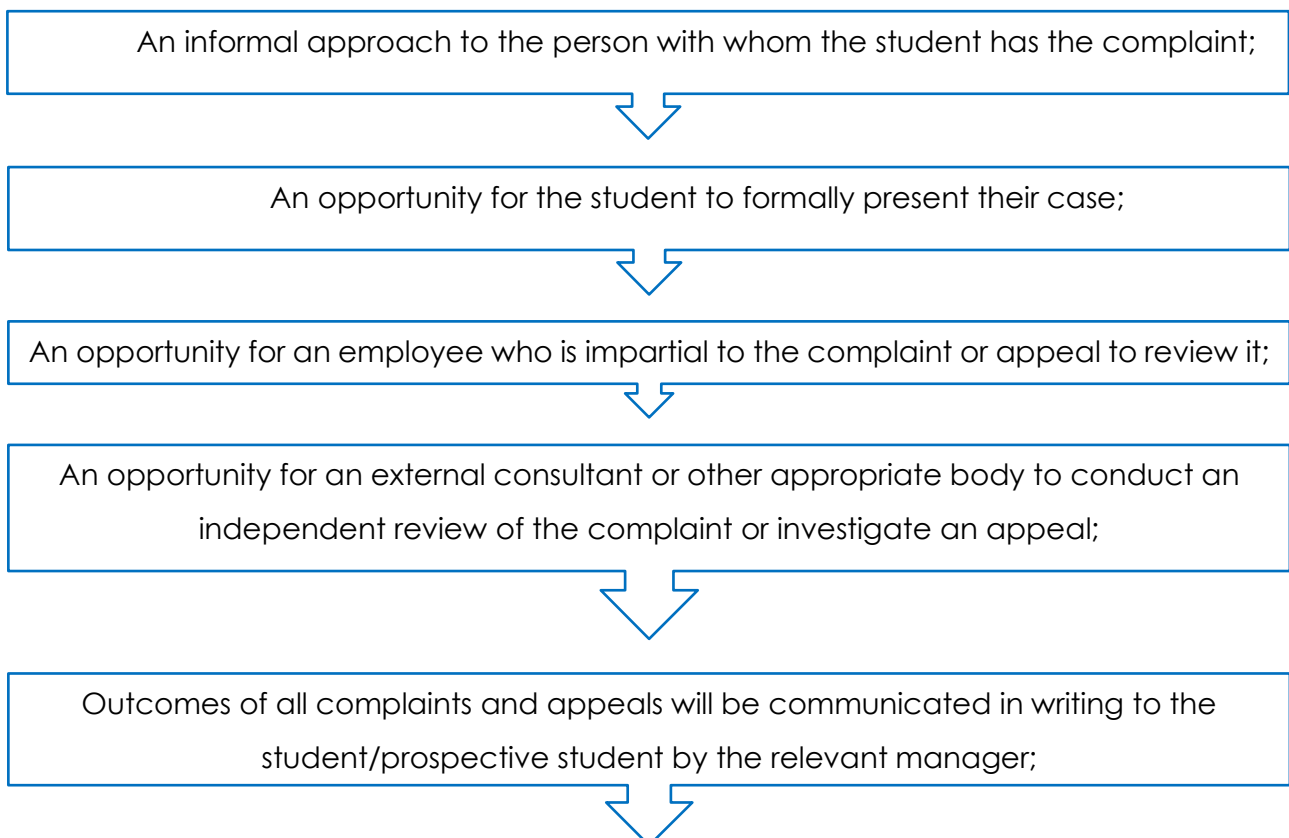
The purpose of this policy is to ensure all complaints and appeals of international students and prospective students are received, recorded and actioned appropriately. This policy provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

## Overview

This policy ensures that any complaint or appeal of a decision received by Axial International College is acknowledged and managed appropriately in a timely manner. This policy applies to all complaints received by Axial International College, regardless of the campus at which the grievance has arisen, the person's place of residence or mode of study.

## Policy

Axial International College maintains processes whereby current students, and/or prospective students seeking to enrol, may submit a complaint or appeal in relation to any aspect of the organisation's business operations. This will be maintained as an inexpensive process. This policy ensures:



Access to the complaints and appeals process is free of charge to all claimants;



For any outcome resulting in Axial being obliged to report the student for unsatisfactory course progress, Axial will not do so until the student has had the opportunity to access the internal and external complaints and appeals processes and the decision supports Axial's outcome, or the period for lodging a complaint or appeal has lapsed.

Axial International College is committed to ensuring any complaint or appeal is dealt with in a fair and timely manner. To enable all students the opportunity to submit a complaint or to appeal an academic result, the below process should be followed:

- ❖ Firstly, the student should talk to their Trainer or Student Support Officer. In the first instance an informal approach may be able to resolve the issue.
- ❖ If all parties are not satisfied with the outcome of this discussion, a formal complaint or appeal should be lodged. These forms can be provided by the Trainer, Student Support Officer or our Administration Department. The forms are also available online via the student's LIMERoom access.

### **Complaints**

This policy allows for any party to lodge a formal complaint to Axial International College and to have the complaint assessed in a professional, fair and transparent manner. Students who wish to appeal a decision Axial has made regarding enrolment, course progress or assessment outcomes should access the relevant **Appeals** section of this policy.

To lodge a formal complaint:

Complete an Axial International College complaint form and lodge with the Head of Administration & Resourcing via: Email: [sso@axial.edu.au](mailto:sso@axial.edu.au), Fax: 07 3387 4401 or Post: Axial International College, PO Box 1649, Springwood, Qld.4127



The complaint will be reviewed by the Head of Administration & Resourcing within 10 working days of the complaint being received. Complaints will be logged in the VETtrak Student Management System.

The Head of Administration & Resourcing will allocate the complaint to the relevant Head of Faculty.

The student will be contacted by the relevant Head of Faculty to discuss the complaint. Students may be accompanied by a support person at any meeting relevant to the complaint. The outcome of any meetings will be recorded against the complaint log in VETtrak Student Management System.

Axial will advise the student in writing of the outcome of the complaint within 21 working days of the complaint being received. In the situation where Axial cannot finalise the case during that timeframe, students will be advised of the delay within 21 working days.

Students are required to maintain their enrolment, progress and attendance for the duration of the complaints process.

If the student is not satisfied with the outcome of the complaint, further contact should be made with the following external body: Overseas Students Ombudsman  
Phone: 1300 362 072 for students based in Australia, +61 2 6276 0111 for students based overseas. Website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

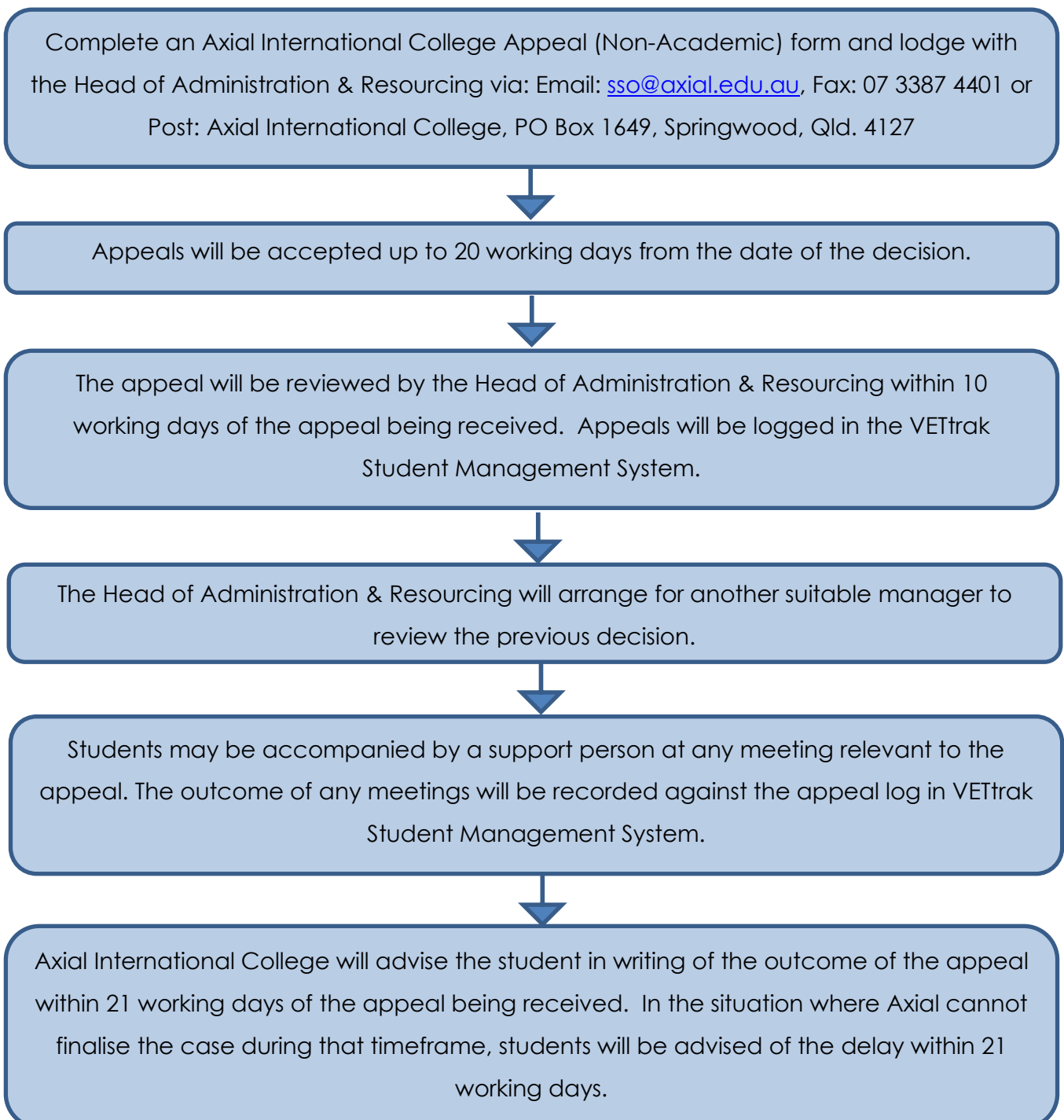
If the internal or external decision supports the student's complaint, Axial International College will implement any decision or corrective/preventative action required and advise the student in writing of the outcome.

All documentation relating to the complaint will be stored in Axial's student file. All complaints and outcomes will be logged in the Complaints and Continuous Improvement Register.

### **Appeals (Non-Academic)**

This policy allows for students to lodge an appeal against a decision made by Axial International College except for an appeal regarding an assessment outcome. Students who wish to appeal a decision Axial has made regarding assessment outcomes should access the ***Appeals (Academic)*** section of this policy.

To formally appeal a non-academic decision made by Axial International College, students should:



Students are required to maintain their enrolment, progress and attendance for the duration of the appeals process.

If the student is not satisfied with the outcome of the complaint, further contact should be made with the following external body: Overseas Students Ombudsman  
Phone: 1300 362 072 for students based in Australia, +61 2 6276 0111 for students based overseas. Website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

If the internal or external decision supports the student's appeal, Axial will implement any decision or corrective/preventative action required and advise the student in writing of the outcome.

All documentation relating to the appeal will be stored in the student file. All appeals will be logged in the Complaints and Continuous Improvement Register.

### **Appeals (Academic)**

This policy allows for students to lodge an appeal against an assessment decision made by Axial International College. Students who wish to appeal any other decision Axial has made should access the **Appeals (Non-Academic)** section of this policy.

To formally appeal an assessment result, students should:

Complete an Axial International College Assessment Appeal form and lodge with the Training Delivery Manager via: Email: [sso@axial.edu.au](mailto:sso@axial.edu.au), Fax: 07 3387 4401 or Post: Axial International College, PO Box 1649, Springwood, Qld. 4127

Appeals will be accepted up to 14 consecutive days from the date your assessment result was received.

The appeal will be reviewed by the Training Delivery Manager within 10 working days of the appeal being received. Appeals will be logged in the VETtrak Student Management System.

The Training Delivery Manager will arrange for another suitable Trainer to review the assessment evidence and the assessment result.

Students may be accompanied by a support person at any meeting relevant to the appeal. The outcome of any meetings will be recorded against the appeal log in VETtrak Student Management System.

Axial International College will advise the student in writing of the outcome of the appeal within 21 days of the appeal being received. In the situation where Axial cannot finalise the case during that timeframe, students will be advised of the delay within 21 working days.

Students are required to maintain their enrolment, progress and attendance for the duration of the appeals process.

If the student is not satisfied with the outcome of the Assessment Appeal, further contact should be made with the following external body: Overseas Students Ombudsman  
Phone: 1300 362 072 for students based in Australia, +61 2 6276 0111 for students based overseas. Website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

If the internal or external decision supports the student's appeal, Axial International College will implement any decision or corrective/preventative action required and advise the student in writing of the outcome.



## Complaints and Appeals Policy

All documentation relating to the appeal will be stored in the student file. All appeals will be logged in the Complaints and Continuous Improvement Register.