

Non-academic Appeals Procedure

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Affirmation

This governance document is consistent with [Mater's Mission, Vision and Values](#).
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1. Introduction

1.1 Purpose

This procedure aims to provide the process for management of student/trainee non-academic appeals.

1.2 Scope and context

This procedure applies to all Mater Education team members and students in relation to decisions relating to non-academic matters.

Procedural fairness (sometimes referred to as natural justice) is adopted at every stage of the appeal process which is to ensure that decisions are fair and correct.

This procedure does not apply to appeals resulting from decisions made regarding academic matters.

For persons enrolled who are or would be entitled to a VET Student Loan refer to the Mater Education Limited (MEL) Non-Academic Grievance VET Student Loan procedure.

1.3 Governing policy

| Document ID | Document title |
|---------------|-------------------------------|
| PY-MEL-040012 | MEL Quality Management System |

2. Procedure requirements

The following procedures are to be followed.

2.1 Responsibilities

The Manager, Service Delivery is responsible for the resolution of non-academic appeals in relation to students currently enrolled in a program of study. The Manager, Service Delivery may delegate responsibility for the resolution of the appeal as appropriate.

2.2 Grounds for appeal

Grounds for a non-academic appeal may include one or more of the following situations:

- a. the appropriate policy or procedure was not adhered to or correct procedures were not followed in considering or handling the matter (i.e. procedural irregularity); and/or
- b. a decision was made without due regard to facts, evidence or circumstances; and/or
- c. the decision was incorrect or unjust in the view of the appellant.

2.3 Appeals process – Stage one

Prior to lodging a non-academic appeal, appellants should have engaged in either a consultation or informal resolution process.

Where a resolution was not found following consultation or an informal process, all appeals shall follow the below process:

- a. Appeals are to be made in writing to mel@mater.org.au as soon as practicable i.e. capable of being done but within three (3) calendar days after notification of the decision.
- b. Further detail may be provided by the appellant verbally.
- c. Appeals are to be resolved within seven (7) calendar days of the initial application.
- d. The appellant will be advised in writing of the outcome of their appeal, within three (3) days of the resolution.

If the outcome is not to the satisfaction of the appellant, they may seek a meeting with the Manager, Service Delivery (or delegate) for further feedback on the decision.

Where an appeal is in relation to actions arising from the non-payment of tuition fees, and those fees remain unpaid in full, or in part by agreement, the outcome from stage one is final.

2.4 Appeals process – Stage two

Following the outcome of stage one, should the appellant not agree with the outcome, the appellant can seek a review of the decision by writing to the General Manager Education and Training or their delegate (the reviewer).

The reviewer will conduct all necessary consultations with the parties and other relevant persons and make a determination of the appeal. The appellant will be advised in writing of the outcome of their appeal, including the reasons for the decision within seven (7) calendar days of receipt of the appeal.

The decision of the reviewer is final.

2.5 Records management

Records of all appeals and their outcomes are maintained securely.

Records of appeals will include:

- a. How the appeal was dealt with;
- b. The outcome of the appeal;
- c. The timeframes for resolution of the appeal;
- d. The potential causes of the appeal; and
- e. The steps taken to resolve the appeal.

All documentation from appeals processes are maintained in accordance with Mater Education Limited's (MEL) Records Management Policy.

2.6 Continuous improvement

Areas of improvement identified as part of the appeals process are to be actioned in line with MEL's Quality Management System.

3. Definitions

| Term | Definition |
|----------------------|--|
| Appeal | an application to a senior responsible officer for an academic decision to be reversed. |
| Appellant | a person appealing a non-academic decision on a matter |
| Non-academic matters | Include those matters which do not relate to student progress, assessment, course content or awards in a course and include appeals in relation to enrolment in a course, personal information that the provider holds in relation to the student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider. |

4. Documents related to this procedure

Mater documents

| Document Type | Document ID | Document Title |
|---------------|---------------|---|
| Policy | PY-IID-000001 | Policy for Records Management |
| Procedure | PR-MEL-040020 | Mater Education Limited (MEL) Non Academic Grievance VET Student Loan |
| | PR-MEL-040005 | Complaints and Appeals |
| | PR-MEL-040028 | Non Payment of Tuition Fees |

External documents

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|----|---|
| 1. | Standards for Registered Training Organisations (RTOs) 2015 |
| 2. | Pre-Qualified Supplier Agreement |
| 3. | |

5. Document controls

5.1 Document revision history

| Version | Release date | Description | Risk-rated Review date |
|---------|--------------|--|------------------------|
| 1. | 15 Apr 2019 | First version | Apr 2022 |
| 1.1 | 13 Jun 2019 | Minor editing to section 2.3 | Apr 2022 |
| 1.2 | 17 Dec 2020 | Reference to Head of Learning and Development replaced with General Manager Education and Training | Apr 2022 |

5.2 Document review and approval

| Name Person/committee | Position If applicable | Function Owner/author/review/approve |
|--------------------------|---------------------------------|---|
| Barry Hankinson | Director | Document owner |
| Pauline Stowers | Manager, Quality and Compliance | Document author |
| As per DocReview | Key stakeholder/s consulted | Review |
| Barry Hankinson | Director | Approve |

5.3 Keyword indexing

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|------------------|---|
| Keywords: | Education, MEL, appeal, non-academic appeal |
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