

Axiom College is committed to providing a fair and transparent appeals handling process. The following policy and procedure is designed to allow for the effective and timely reporting and follow up of appeals from clients of training courses, training programs and assessments conducted by Axiom College

### **WHAT IS AN APPEAL?**

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during their time with Axiom College. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within twenty-eight (28) working days of the decision or finding being informed to the learner

It is important to note that a learner may appeal any decision made by Axiom College or a third party providing services on Axiom College's behalf. Contrary to the popular belief that appeal relates only to assessment decisions, appeals can relate to administrative decisions that Axiom College may make. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations

### **WHO DOES THIS POLICY APPLY TO?**

This policy applies to and may involve issues concerning the conduct of:

- Axiom College as an organisation, its trainers, assessors or other staff;
- Third party services provided on behalf of Axiom College, its trainers, assessors or other staff; or
- A learner of Axiom College

Throughout this policy we refer to the person making an appeal as simply the appellant.

- An appellant can lodge a complaint against a process that is adopted or followed by the Axiom College. (Refer to Complaints Policy - POL05)
- An appellant is also able to lodge an appeal against a decision or assessment made by Axiom College that affects them

### **EARLY RESOLUTION OF APPEALS**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that the learner's decision to make an appeal can be avoided by proper communication and consultation with learners at the time a decision is made

### **RELATIONSHIP TO CONTINUOUS IMPROVEMENT**

Frequently, the appeals handling process will expose weakness in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of appeals handling is very positive and should be actively applied by all persons involved. It is for this reason that appeals received from stakeholders should be seen in a positive light and as opportunities for improvement

### **MAKING AN APPEAL**

An appeal may be received by Axiom College in writing by email within twenty-eight (28) working days of the decision or finding being informed to the person

To appeal a decision, the person is required to complete the Axiom College – Customer complaint and appeals form. This form is available via our website [Policy & Procedures](#)

The request for appeal is to be submitted to the Office Manager either in hard copy or electronically via the following contact details:

- a. Axiom College – PO BOX 1041, Milton, QLD, 4064
- b. [compliance@axiomcollege.com.au](mailto:compliance@axiomcollege.com.au)

If a person seeking an appeal has any difficulty submitting the appeal to Axiom College, they are advised to contact Axiom College

immediately at the following phone number: 07 3510 8000

A written record of all appeals is to be kept by Axiom College including all details of lodgement, response and resolution. The appeals register within the student management system is to be used to record the details of the appeal and to maintain a chronological journal of events during the appeal handling process. Records relating to appeal handling must be stored securely to prevent access to unauthorised personnel

The appeal is referred to the Compliance Manager; whereby the Compliance Manager reviews the appeal and determines if re-assessment, investigation or consultation is required; or if the matter can be solved internally.

Appeals are to be handled in the strictest of confidence. No Axiom College representative is to disclose information to any person without the permission of Axiom College Management. A decision to release information to third parties can only be made after the appellant has given permission for this to occur. This permission should be given using the Information Release Form.

## COMMUNICATING THE APPEALS HANDLING POLICY AND PROCEDURE

The appeals handling policy and procedure must be:

- Publicly available on the Axiom College Website
- Integrated into the Axiom College Learner Handbook
- Included in the Axiom College Policy and Procedure Handbook

## APPEALS HANDLING TIMEFRAME

- Written acknowledgement by Axiom College **no later than 48 hours** from the time the appeal is received. This acknowledgement is intended to provide the appellant assurance that Axiom College has received the appeal and will review the relevant issues and provide a response as soon as practical. The acknowledgement must inform the person that they will receive a written response.
- The handling of an appeal is to commence within **seven (7) working days** of the lodgement of the appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- A written response must be provided to the appellant within **fourteen (14) working days** of the lodgement of the appeal, including details of the reasons for the outcome.
- Where an appellant is not satisfied with the handling of the appeal by Axiom College, a body or person from an independent third party can be requested to review the appeal (at the appellant's cost). The third-party is required to respond to with their recommendations within **fourteen (14) working days** of their review being request.
- Appeals must be lodged within **twenty-eight (28) working days** of the decision or finding being informed to the person. An appeal must be submitted using the Axiom College – Customer Complaint and Appeals Form
- As a benchmark, Axiom College should attempt to resolve appeals as soon as possible. A timeframe to resolve an appeal within **thirty (30) calendar days** is considered acceptable and in the best interest of Axiom College and the appellant.
- An appellant should also be provided with regular updates to inform them of the process of the appeal handling.
- Appeals must be resolved to a final outcome within **sixty (60) calendar days** of the appeal being initially received. Where Axiom College Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the appeal, the CEO must inform the appellant in writing, including reasons why more than 60 calendar days are required.

## POLICY

Axiom College will meet the needs of all clients and will actively seek feedback on the range of services provided via a range of methods. If a client is dissatisfied with a decision made by Axiom College staff members or contractors, we are happy to consider their issues, offer feedback, seek additional information, and if appropriate amend the original decision based on the new information.

If we fail to satisfy a client in any area of service, then we are happy to discuss their issue and concerns and take appropriate steps to rectify the area of concern to a level mutually agreed by the client and the management of Axiom College. Please refer to Axiom College's Complaints Policy for policy and procedures relating to lodging complaints.

## SCOPE

Where a client considers that a decision made on any assessment, process or any other aspect of a service delivered by Axiom College is not accurate or is not what the client expected they will have the opportunity to discuss the decision and the decision making process with the decision maker. If the situation cannot be resolved, then the client is advised that an appeal should be lodged against the decision by formally presenting his or her case in writing.

## PROCEDURE

The following procedure is to be followed as detailed below and in conjunction with the entire document POL07 Appeals Policy & Procedure:

1. An appeal must be made in writing within 14 days of the decision. If the client has additional data or information to be provided, it is to be suggested to the client that the information be submitted at this time.
2. Once a written appeal is received, the appeal is to be recorded in the Customer Complaints and Appeal Register located in the database. The Manager will then nominate an independent person or refer the matter to an appointed Appeals Committee for evaluation of the evidence and for decision.
3. The review of the appeal, based on additional information, or clarification of existing data is to be conducted within seven (7) days of the date the appeal was lodged.
4. The Manager of the work area is to complete the Appeals Form A-FRM1 and provide written notification of the outcome including the reasons for the decision to the client within fourteen (14) days of date of receipt of appeal.
5. The Manager of the work area concerned must follow up the outcome with the client within (7) days of written notification being sent. Follow up details are to be recorded in the QA Register.
6. If the client is still not satisfied, they will be advised that they may access an external mediator (e.g. Australian Council of Private Education and Training, mediation service).
7. If a student wishes to pursue the complaint, Axiom College will liaise with the chosen external mediator to arrange the mediation.
8. Where the college considers that for whatever reason it will take more than 60 calendar days to process and finalise the complaint or appeal, Axiom will inform the complainant / appellant in writing the reasons why the 60 calendar days are required. It will also provide regular updates on the progress of the matter.