

# Non-academic Appeals Procedure

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# 1. Introduction

## 1.1 Purpose

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

## 1.2 Scope and context

This procedure applies to all Mater Education team members, students and trainees 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) Complaints and Appeals Procedure.

Where the Senior Manager Certificate Programs is mentioned, this relates to Certificate II, III and IV programs. Senior Manager Diploma of Nursing & Head of Discipline relates to accredited nursing programs.

## 1.3 Governing policy

MPPL-04304 Quality Management System Policy

# 2. Procedure requirements

The following procedures are to be followed.

## 2.1 Responsibilities

The Senior Manager Certificate Programs or Senior Manager Diploma of Nursing & Head of Discipline is responsible for the resolution of non-academic appeals in relation to students applying to enrol in a program of study or matters relating to continuing enrolment in relation to administrative matters including the non-payment of tuition fees. The Senior Manager Certificate Programs or Senior Manager Diploma of Nursing & Head of Discipline may delegate responsibility for the resolution of the appeal as appropriate.

The Education Leads are responsible for the resolution of non-academic appeals in relation to students currently enrolled in a program of study and where the appeal is not academic in nature.

The Education Leads 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](mailto: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 decision made in stage one is not to the satisfaction of the appellant, they may seek a meeting with the relevant responsible person (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 Manager of Quality and Compliance or their nominated 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.

## 2.5 Complaints against Registered Training Organisations

The Australian Skills Quality Authority (ASQA) no longer investigates and substantiates individual complaints received. This means, ASQA will not act on individual complaints. ASQA does not provide an outcome and complainants will only be contacted if further information is required. To have a complaint about Mater Education investigated by ASQA complainants should go to ASQA's online portal, "asqaconnect", at <https://asqaconnect.asqa.gov.au/>. This should only occur where a complaint has not been resolved following Mater Education's non-academic appeals process.

The Queensland Training Ombudsman provides a free, confidential and independent service to review and resolve enquiries and complaints from trainees and students about the vocational education and training (VET) system. The Queensland Training Ombudsman can be contacted on



phone 1800 773 048 or email [info@qto.qld.gov.au](mailto:info@qto.qld.gov.au) or go to the website [trainingombudsman.qld.gov.au](http://trainingombudsman.qld.gov.au).

The Commonwealth Ombudsman provides a free, independent and impartial services to resolve enquiries and complaints from VET Student Loans. The VSLO can be contacted on phone 1300 362 072 or go to the website: <https://www.ombudsman.gov.au/vslo>.

## 2.6 Records management

Records of all appeals and their outcomes are maintained securely in the appeals register.

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.

## 2.7 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	do not relate to student academic progress, assessment, course content or awards in a course but does include appeals in relation to enrolment in a course, behavioural matters, personal information that the provider holds in relation to the student. Non-academic appeals tend to arise from events occurring at a provider or from decisions made by a provider.

### 4. Related documents

#### Mater documents

- MPPL-04260 Information Policy - State Wide
- MPPL-04806 Corporate Records Management Standard
- MPPL-00772 Mater Education Complaints and Appeals Procedure
- MPPL-00827 Non-Payment of Tuition Fees Procedure

#### External documents

- Standards for Registered Training Organisations (RTOs) 2015
- Skills Assure Supplier Agreement
- VSL Manual for Providers



## 5. Document information

### 5.1 Earlier revisions

Revision #	Published date	Comment
1.	15 Apr 2019	First version (Document ID: PR-MEL-040039)
1.1	13 Jun 2019	Minor editing to section 2.3
1.2	17 Dec 2020	Reference to Head of Learning and Development replaced with General Manager Education and Training
1.3	11 Apr 2022	Contents reviewed; accepted as-is on 09 Apr 2022 Administrative update: transferred to current template, removed old metadata, updated MPPL document code
2	15 Sep 2022	content reviewed in April; administrative update with the latest template
2.01	18 May 2023	Content reviewed with minor update in section 2.4
2.02	17 Oct 2023	Minor update to Section 2.1 to reflect the role changes
2.03	14 Oct 2024	Administrative update to reflect the roles and structural changes

### 5.2 Key contacts

<b>Author</b>	Manager of Quality and Compliance
<b>Owner</b>	Director Education and Training
<b>Key words</b>	Education, MEL, appeal, non-academic appeal
<b>Committee</b>	n/a

#### Affirmation

This governance document is consistent with [Mater's Mission](#).  
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