

Appeals Policy

Purpose

EIM Training is committed to ensuring that all students have the right to appeal decisions that affect their academic progress or their experience at the institution. This policy outlines the process for domestic students to lodge an appeal and the procedures that will be followed to resolve it.

Scope

This policy applies to all domestic students enrolled in courses at EIM Training. It covers appeals related to academic decisions, disciplinary actions, or any other administrative decisions.

Definitions

- Appeal: A request by a student for a review of a decision made by EIM Training.
- Appellant: The student lodging the appeal.
- Respondent: The individual or department whose decision is being appealed.
- Resolution: The outcome of the appeal process.

Principles

- Fairness: All appeals will be handled impartially and equitably.
- Transparency: The appeal process will be clear and transparent to all parties involved.
- Timeliness: Appeals will be addressed in a timely manner.
- Confidentiality: All information related to the appeal will be kept confidential.

Procedure

Step 1: Grounds for Appeal

1. Academic Appeals: Appeals can be made against decisions related to grades, assessments, or academic progress if the student believes there has been an error or unfair treatment.
2. ****Non-Academic Appeals****: Appeals can be made against disciplinary actions, administrative decisions, or any other non-academic issues affecting the student.

Step 2: Submitting an Appeal

1. Written Submission: The appellant must submit a formal appeal in writing to the Appeals Committee. The appeal should include:
 - Student's full name and contact details.
 - A clear description of the decision being appealed.
 - The reasons for the appeal, including any supporting evidence.
 - The desired outcome or resolution.
2. Timeframe: Appeals must be submitted within 10 working days of the decision being communicated to the student.
3. Acknowledgment: The Appeals Committee will acknowledge receipt of the appeal within 5 working days.

Step 3: Appeal Review

1. Investigation: The Appeals Committee will review the appeal, which may involve:
 - Assessing the original decision and any supporting documents.
 - Interviewing the appellant and relevant parties.
 - Gathering additional information if needed.
2. Hearing: If necessary, a hearing may be scheduled to allow the appellant to present their case in person. The appellant may bring a support person or representative to the hearing.
3. Decision: The Appeals Committee will provide a written decision to the appellant within 20 working days of acknowledging the appeal. The decision will include:
 - A summary of the findings.
 - Any actions to be taken or proposed resolutions.
 - Information on further steps if the appellant is not satisfied with the outcome.

Step 4: Further Appeal

1. Submission: If the appellant is not satisfied with the Appeals Committee's decision, they may submit a further appeal in writing to the Director of EIM Training within 10 working days of receiving the decision.
2. Review: The Director will review the further appeal, which may involve reassessing the initial appeal process and decision.
3. Final Decision: A written response will be provided to the appellant within 20 working days of receiving the further appeal. The decision made by the Director is final.

External Review

If the appellant remains dissatisfied after the internal appeal process, they may seek an external review from relevant bodies such as:

- The National Training Complaints Hotline.
- The Australian Skills Quality Authority (ASQA).

Record Keeping

All appeals and their outcomes will be documented and retained securely for a minimum of 5 years. These records will be used to improve services and ensure fairness in future processes.

Policy Review

This policy will be reviewed annually to ensure its effectiveness and compliance with relevant regulations and standards.

Contact Information

For any queries or to submit an appeal, students can contact:

EIM Training
Level 1/72 Nerang Street, Southport, QLD 4215
(07) 55 75 75 75
HQReception@eim.edu.au

This policy ensures that all appeals are handled consistently, fairly, and promptly, providing students with a clear pathway to seek a review of decisions affecting their academic and non-academic experiences.