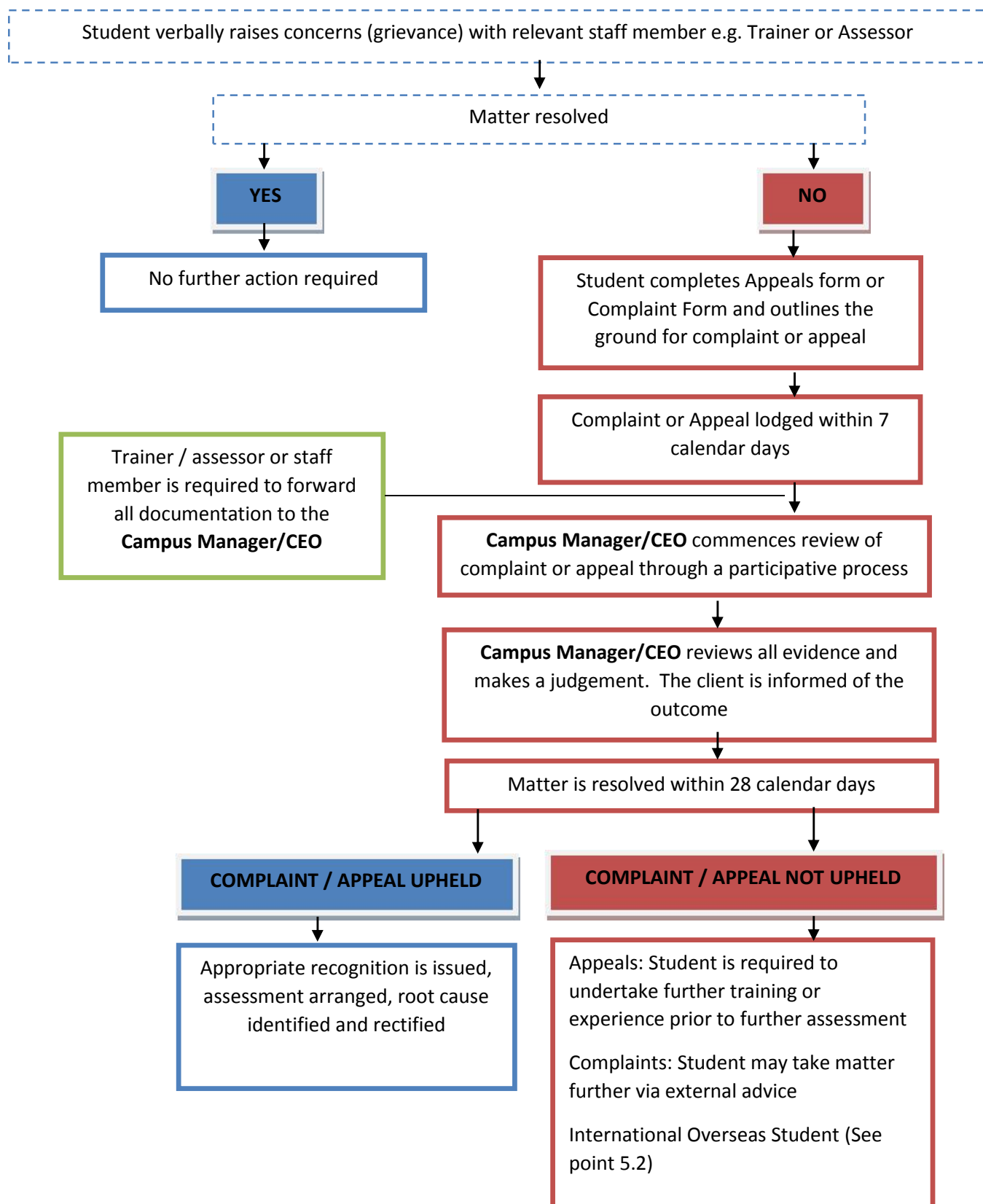


Appeals and Complaints Process Flowchart



6 RESPONSIBILITIES

Role within UED	Area of responsibility
Compliance/CEO	Approval Authority
Campus Manager/CEO	Development/Review
Campus Manager/CEO	Monitoring and Evaluation
Campus Manager/CEO	Compliance
Campus Manager/CEO	Implementation

Campus Manager/CEO of UED is the Appeals Resolution Officer. **Campus Manager/CEO** may delegate responsibility for the resolution of the appeal if necessary.

Details concerning the scope of the Appeals Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Student Handbook and UED website.

All appeals practices are monitored by **CEO** UED and will be discussed at Management Review Meetings with areas for improvement identified and acted upon. (See Continuous Improvement Policy)

7 RELATED LEGISLATION AND REGULATIONS

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as ‘the National Code 2018’ Standard 10
- Standards for Registered Training Organisations (SRTOs) 2015
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000

8 RELATED POLICIES AND PROCEDURES

- Complaints and Appeals Procedure
- Marketing Policy and Marketing Procedure
- Education Agent Policy
- Engagement Prior to Enrolment Policy and Procedures
- Formalisation of Enrolment Policy and Procedures