

Pre-Enrolment Appeal Procedure

Policy code:	CG1961
Policy owner:	Director, Student Services and Registrar
Approval authority:	Chief Learner Experience Officer
Approval date:	15 November 2023
Next review date:	10 May 2025

Table of Contents

Purpose	1
Scope	1
Legislative Context	2
Definitions	2
Actions	2
1. Confidentiality and Privacy	2
2. Handling a Complaint	2
3. Review the Complaint	3
4. Notify the Complainant	4
5. Recording Outcome	4
6. Process Improvement	5
Supporting Documents	5
Responsibility	5
Promulgation	5
Implementation	5
Records Management	6

Purpose

This procedure details Federation University Australia's process for responding to applicants' pre-enrolment appeals. This process ensures the integrity of selection and offers decisions and upholds the following principles of fairness, equal opportunity and natural justice:

- All parties shall have the right to be heard
- All relevant submissions and evidence shall be considered
- Matters that are not relevant shall not be taken into account
- The decision-maker shall not be biased.

Scope

This procedure applies to any person whose application for any course or unit (award and non-award) at Federation University was unsuccessful.

Rights to appeal under this procedure do not apply to the University's assessment of applications for Streamlined Visa Processing (SVP) purposes).

Legislative Context

- Federation University Act 2010
- Federation University Statute 2021
 - Part 5 - Division 1 - Academic Board
 - Part 6 - Division 1 - Student admission
 - Part 6 - Division 6 - Complaints, reviews and appeals
- Federation University Australia (Students) Regulations 2022
 - Part 2 - Admission to be a student
 - Part 5 - Student Misconduct - Division 7 Appeals
- Schedule 5.1 Current Programs
- Tertiary Education Quality Standards Agency (TEQSA) Threshold Standards 2021

Definitions

A complete list of definitions relevant to this procedure is contained within the Student Appeal Policy.

Term	Definition
GPS	Global Professional School
GS	Graduate Studies

Actions

1. Confidentiality and Privacy

Any pre-enrolment appeal received must be treated by all parties as strictly confidential – refer to the Information Privacy Policy.

Information forming part of the pre-enrolment appeal shall only be discussed with, or made available to, a person who:

- Is a party to the appeal
- Is or has been legitimately involved in the management of that appeal; or
- Has a formal management role in following up on the consequences or implications of the appeal

Parties must be aware of the consequences if there is a breach of confidentiality, which may include disciplinary action.

2. Handling a Complaint

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Appeal against selection decision - verbal	All relevant staff	1. If the issue cannot be resolved through initial discussion, the complainant

			<p>shall be requested to formalise the matter in writing</p> <p>2. Verbal complaints/appeals from unsuccessful applicants against a selection decision will not be accepted nor acknowledged</p>
B.	Written complaint received by a staff member at the local level	Staff member	<p>1. If a written complaint is received, the staff member will redirect the complaint to the responsible Executive Dean / Dean / Pro Vice-Chancellor VET</p> <p>2. Acknowledge the complaint in writing within five working days of receipt</p>
C.	Complaints involving a Partner Provider	Dean, GPS	<p>1. If an on-shore or off-shore written complaint is received, appropriate steps should be taken to avoid disadvantaging the applicant during the investigation and resolution process including acknowledging the complaint in writing within five working days of receipt.</p> <p>2. Advise the Partner Provider and involve representative/s of the organisation in the resolution process.</p>

3. Review the Complaint

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Review the complaint	Executive Dean of Institute / Dean of GPS / GS / Pro Vice-Chancellor VET or delegate	<p>1. An appeal against a selection decision by a prospective student may be dismissed as lacking in substance if the decision is consistent with the published selection criteria, or if the complainant meets the published selection criteria but was declined entry in favour of better qualified applicants</p> <p>2. Investigate the complaint, if required by conducting a full review of:</p> <ul style="list-style-type: none"> • The course selection criteria

			<ul style="list-style-type: none"> The University's entry requirements The course entry requirements; and The applicant's eligibility for the course The selection process Offers of admission made for the course <p>3. Record the findings</p>
B.	Seek guidance	Executive Dean of Institute / Dean of GPS / GS / Pro Vice-Chancellor VET or delegate	1. Seek guidance from Legal Office as required
C.	Report findings	Executive Dean of Institute / Dean of GPS / GS / Pro Vice-Chancellor VET or delegate	1. Submit report to Academic Board Executive Committee

4. Notify the Complainant

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Notify complainant	Executive Dean of Institute / Dean of GPS / GS / Pro Vice-Chancellor VET or delegate	1. Within 14 working days, notify the complainant in writing, of the outcome of the investigation undertaken and external mechanisms available should the outcome not be accepted.

5. Recording Outcome

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Appeal record	Executive Dean of Institute / Dean of GPS / GS / Pro Vice-Chancellor VET or delegate	<ol style="list-style-type: none"> Record information about the applicant's complaint and outcome in the Legal Office register. Refer Records Management (below) for correct storage and destruction of individual documents in accordance with the Public Records Office Victoria's <i>Retention and Disposal Schedule for Higher and Further Education Institutions</i>

6. Process Improvement

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Analysis of the issue	Executive Dean of Institute / Dean of GPS / GS / Pro Vice-Chancellor VET or delegate	<ol style="list-style-type: none"> 1. Involve stakeholders in the 'root cause' analysis 2. Develop an improvement plan to address future occurrences of the issue 3. Amend the relevant University procedure 4. Implement and monitor an improvement plan every two years

Supporting Documents

- [Research and Research Training Policy](#)
- [Application to Enrolment Guidelines](#)
- [HDR Candidate Procedure](#)
- [Higher Education Admission: Selection and Offers Procedure](#)
- [International Admissions Procedure](#)
- [Student Appeal Procedure](#)
- [VET Enrolment Procedure](#)

Responsibility

- Chief Learner Experience Officer, as the Approval Authority, is responsible for monitoring the implementation, outcomes and scheduled review of this procedure.
- Director, Student Services and Registrar, as the Document Owner, is responsible for maintaining the content of this procedure as delegated by the Approval Authority.

Promulgation

The Pre-enrolment Appeal Procedure will be communicated throughout the University community in the form of:

- An Announcement Notice via FedNews website and on the 'Recently Approved Documents' page on the 'Policies, Procedures and Forms @ the University' website to alert the University-wide community of the approved Procedure.
- Learning and Teaching Committee
- Staff Induction Program
- Academic Induction Program

Implementation

The Pre-enrolment Appeal Procedure will be implemented throughout the University via:

- Information Sessions; and/or
- Training Sessions; and/or

Records Management

Title	Location	Responsible Officer	Minimum Retention Period
Written appeal received from applicant	Institute / School or University's approved record-keeping system	Executive Dean of Institute / Dean of GPS / GS / Pro Vice-Chancellor VET or delegate	Destroy seven years from the date received
Register item	University's approved record-keeping system	Executive Officer to Director, Corporate Governance	Permanent
Investigative records	Institute / School or University's approved record-keeping system	Executive Dean of Institute / Dean of GPS / GS / Pro Vice-Chancellor VET or delegate	Destroy seven years from the date of investigation
Report submitted to Academic Board Executive	University's approved record-keeping system	Executive Dean of Institute / Dean of GPS / GS / Pro Vice-Chancellor VET or delegate	Permanent
Response to complainant	University's approved record-keeping system	Executive Dean of Institute / Dean of GPS / GS / Pro Vice-Chancellor VET or delegate	Destroy seven years from the date sent