Grievances, Complaints and Appeals Policy

Scope

This Policy applies to all students of Kaplan Business School (KBS), collectively known as 'Kaplan'.

This Policy applies to:

- all current students who have accepted Kaplan's Conditions of Enrolment.
- all applicants who have formally applied to be enrolled at Kaplan.
- parents or legal guardians of current or prospective students under the age of 18 years.
- any third-party providing services on Kaplan's behalf to current or prospective students at Kaplan (such as education agents, student accommodation providers, workplace supervisors, etc.).
- all staff members involved in the management of grievances, complaints and appeals processes.

This Policy is to be used in the management of all grievances, complaints and appeals relating to all aspects of a student's educational experience and learning environment at Kaplan.

This Policy also applies to anonymous or confidential complaints lodged by persons who do not wish to be identified.

Kaplan will ensure that students, applicants, and staff are made aware of the Policy during orientation/enrolment and via student communications.

Purpose

The purpose of this Policy is to provide:

- a framework for managing grievances, complaints and appeals.
- a process for investigation of grievances, complaints and appeals.
- a fair, equitable and confidential means of resolving grievances, complaints and appeals.

This Policy follows the Higher Education Standards Framework (Threshold Standards) 2021, including the 2026 amendments, Section 2.4 (Standards 2.4.1–2.4.5), the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 10), and the National Higher Education Code to Prevent and Respond to Gender-based Violence 2025, as well as other relevant legislation.

Kaplan is committed to resolving grievances, complaints and appeals promptly, fairly and professionally, in a manner that respects the privacy, safety and wellbeing of all parties involved.

Kaplan maintains complaints and appeals mechanisms that are accessible, transparent, trauma-informed, protective of participants, periodically reviewed and aligned with regulatory expectations, supporting a safe, respectful and inclusive learning environment.

Definitions

Terms	Definitions
Academic Complaints	include, but are not limited to: • academic staff members • assessment • course content • participation • qualification outcome • quality of course delivery • student academic progress • student attendance
Appeal	means when a student requests Kaplan to review the process by which a decision was made. Appeals do not review the decision but focus on the decision-making process. For example, a student can appeal a decision because the student believes a complaint was not conducted fairly, but the student is not able to appeal a decision simply because the student disagrees with the decision. As a result, any appeal must also provide evidence or information not previously provided in support of the complaint.
Appellant	means the person seeking an appeal of the decision following a formal complaint.
Complaint	means either an escalated grievance or other serious expression of dissatisfaction by a student* or person, that involves a formal submission via the student management system (SMS) for resolution requiring review, investigation, or action. Examples of activities which may give rise to academic and/or non-academic complaints covered by this policy are listed below, but not limited to: • academic programs (content or structure). • subject enrolment, delivery, assessment, learning environment; outcomes, access to resources. • student services and their processes (including contractor or employee conduct). • individuals who believe that they have been treated unfairly on the grounds of access and equity. • health and safety concerns related to subject delivery and/or assessment. • administrative action/inaction, procedure, or decision. Complaints may be categorised as follows: • **Anonymous complaint**: a complaint lodged without the complainant's name being disclosed. Anonymous complaints may be accepted and investigated to the extend possible; however, anonymity may limit Kaplan's ability to investigate or respond. • **Confidential complaint**: a complaint in which the complainant's identity is known to Kaplan but is not disclosed beyond those managing or investigating the complaint. • **Sensitive complaint**: a complaint involving matters such as discrimination, harassment, bullying, sexual misconduct, gender-based violence, or other distressing circumstances. **Note**: If a student receives an Intention to Report decision (e.g., Unsatisfactory Course Progress, Unsatisfactory Attendance or Non-Payment of Fees), then the student does not need to submit a complaint and can appeal the decision directly by providing evidence or information.

Complainant	means the person making a formal complaint.

Cultural safety	means an environment where individuals are respected and able to participate without discrimination, harassment or marginalisation, and where cultural identities are recognised and valued.
Grievance	means a minor issue that is suitable to be addressed informally and usually resolved easily by having a discussion with a staff member.
Non-academic complaints	include, but are not limited to: • access to resources. • administration staff members • enrolment • Kaplan Professional Policies and Procedures • payment of fees/student charges • racial/sexual harassment and/or discrimination • student support services
Procedural fairness	means impartial, consistent and evidence-based decision-making, with affected persons given relevant information and a reasonable opportunity to respond before a decision is made.
Respondent	means the education provider – Kaplan Business School
Student management system (SMS)	means the system used to record a student's personal information, service requests, and academic results.
Systemic issue	means an issue identified through one or more grievances, complaints or appeals that may indicate broader organisational, policy, process, safety or compliance risks requiring institutional action.
Trauma-informed practice	means an approach that recognises the potential impacts of trauma and seeks to minimise distress, promote safety, support choice and enable respectful engagement throughout the complaint or appeal process.
Victimisation	means adverse treatment experienced because a person has made, supported, responded to or participated in a grievance, complaint or appeal.

***Note:** Students may include prospective students who have had some interactions with Kaplan (e.g., via an agent or applied directly to Kaplan for a course), current students (irrespective of mode of participation) and past students (most likely limited to a defined period after completion).*

Policy Principles

Complaints will be addressed based on their circumstances; however, the following general principles will also be adhered to:

- All complaints will be made and dealt with in a timely manner according to the complaints process.
- Resolution of a complaint may be reached at any stage. Upon resolution, all further investigation ceases, unless, in the interests of improving the services, products or processes the manager involved in the investigation or resolution considers further investigation is warranted.
- Details of the complaint, its investigation and outcome will be documented and filed appropriately and can be requested at any stage of the process by the complainant or respondent.
- In the event of a complaint not being resolved internally, Kaplan and the complainant may appoint an independent arbiter to review the complaints and recommend a solution.
- Complainants have a right to appeal if they believe the process by which a decision was made was not adequate.
- All internal grievances, complaints and appeals by students, parents or prospective students are dealt with at minimal or no cost.
- The complainant and respondent will not be victimised or discriminated against in any manner and all

details of the complaint and subsequent investigation will remain strictly confidential.

- A student may seek confidential, independent professional advice at any stage of a complaint.
- The complainant is entitled to ask for assistance in the form of a translator/ interpreter at any time during the process.
- The complainant and respondent may bring one person (such as a friend, family member, counsellor, or other support person) to represent/support them to any meetings during the complaint process. The support person should not be a legal practitioner, and the student is obliged to notify Kaplan that the person will be attending before the meeting.
- The meetings are not to be recorded on any device by either the complainant or the respondent though both parties are permitted to take notes that are handwritten or typed.
- Students will continue their studies as usual during the complaint process, except in circumstances where their health or safety is potentially at risk or if they pose a health or safety risk to others.
- For overseas students studying in Australia where the complaint relates to them not being permitted to extend their course duration due to not completing their course in the required time frame, not enrolling within the required time, having unsatisfactory attendance or not making satisfactory course progress, the student may be notified in writing that they will be reported to the Department of Home Affairs, and this may result in their student visa being cancelled. The student will be informed that they have 20 working days to access the appeals process.
- The outcome of each complaint and appeal will be analysed and recommendations for improvement of services will be recorded in the Continuous Improvement Register and implemented throughout Kaplan's operations.
- Complaints and appeals that are frivolous, unreasonable, or lacking substance will be dismissed.

Kaplan commits to the following overarching principles to enable alignment with regulatory expectations:

- **Accessibility and visibility**: Complaints mechanisms and forms are clearly communicated through multiple channels (website, student portal, induction materials) and provided in accessible formats.
- **Fairness and procedural transparency:** Complainants and respondents will be informed about the scope of the process, anticipated timeframes, progress updates, and reasons for decisions. Decisionmakers must be impartial and free from actual, perceived or potential conflicts of interest. Parties will be given a reasonable opportunity to respond to relevant information before a decision is made.
- **Protection against reprisal:** No complainant, respondent, or witness will suffer detriment, reprisal, or victimisation for participating in a complaint or appeal. Any allegation of reprisal will itself be treated as a complaint.
- **Safety, wellbeing and support:** Complaints and appeals will be managed in a way that promotes physical, psychological and cultural safety and wellbeing. Trauma-informed approaches will be applied where matters are sensitive or distressing, and parties may access Kaplan counselling services or external student advocacy services throughout the process.
- **Cultural safety and anti-racism:** Complaints will be managed in a culturally safe manner that recognises, respects and values diverse backgrounds, identities, cultures and lived experiences. Complaints involving racism, racial discrimination, harassment or vilification will be managed promptly, fairly and sensitively.
- **Respectful and fair handling:** Complaints will be managed in a respectful, impartial and sensitive manner, taking into account individual circumstances where relevant.
- **Staff capability:** Staff responsible for complaints will be supported with guidance on fair process and appropriate communication when handling sensitive matters.
- **Institutional learning and continuous improvement:** Complaint and appeal data, outcomes and improvement actions will be reviewed periodically to identify trends, systemic issues, root causes, timeliness, backlog and opportunities for improvement. Deidentified reports will be provided to the Academic Board and

Corporate Board to support self-assurance and continuous improvement.

Grievance and Complaint Process

Stage 1: Grievance Received

In the first instance, issues relating to a grievance should be raised informally with the staff member concerned. If this is impractical or the grievance cannot be resolved, the student or person (as outlined in the scope of this Policy) may request to speak with another member of staff, including Student Experience/Success Officers. After discussion, if the student is not satisfied with the resolution of the grievance, a formal written complaint may be lodged via the student management system (SMS). All possible options will be considered for every grievance to be resolved without leading to a formal complaint.

Students may raise a grievance verbally, in writing, or via any available channel (e.g., online form, email, in person). Kaplan will provide assistance in completing the form if required.

Students may also seek support from the Student Counselling or Advocacy service prior to or during the process.

Stage 2: Lodging a Formal Written Complaint

Kaplan encourages students to provide as much detail as possible and also accepts anonymous or confidential complaints where appropriate. Anonymous complaints will be assessed having regard to the seriousness of the allegations, available evidence, and any potential systemic, regulatory or student safety risk, even where individual resolution is not possible.

All formal written complaints (academic and non-academic) must be submitted via the student management system (SMS) within 10 working days of the incident.

In exceptional circumstances, Kaplan may accept a formal complaint outside the 10 working days - e.g., where a student is unable to provide a written submission due to a special circumstance requiring reasonable adjustments.

When lodging a formal written complaint, complainants must complete the request in Kaplan's SMS. To assist in the resolution of a complaint, students should include the following information when communicating their complaint.

- Identify the subject/course/program and corresponding trimester/study period, if applicable.
- Summarise the issues relating to the complaint.
- Provide any evidence of attempts to resolve the complaint – emails, examples, dates, times, etc.
- Specify the outcome that is being sought.

The complaint will be assigned to the relevant manager. The complainant will receive written confirmation that their complaint has been received within 5 working days. Where resolution is likely to take longer than standard timeframes, Kaplan will provide the complainant with written updates at least every 15 working days, outlining progress and expected next steps.

Stage 3: Investigating the Complaint

Upon receipt of a formal complaint, details will be recorded in Kaplan's Complaints and Appeals Register. All complaints will be investigated once Kaplan acknowledges receipt of the complaint. Investigation of complaints may involve:

- reviewing worked examination papers or assignments.
- reviewing course materials or resources.
- consulting other course participants.
- reviewing course evaluations.
- reviewing processes.
- reviewing information provided if the complaint relates to bullying and/or harassment.
- reviewing potential unfair treatment of individuals on grounds of access and equity.

- speaking to relevant Kaplan staff members to obtain further information.
- Where there are grounds for further investigation of the complaint, particularly where it relates to learning, assessment, safety, wellbeing or access and equity, a formal interview or meeting with the student/s involved may be conducted to gather relevant information and consider an appropriate resolution. Where anonymity or confidentiality is requested, identifying information will be limited to staff who need it to manage, investigate or respond to the matter.
- Where the complaint involves sensitive or distressing matters, Kaplan will apply trauma-informed practice throughout the investigation process, offer appropriate support, and minimise the need for complainants or respondents to recount the same events multiple times.
- Where an investigation identifies a significant academic, regulatory, reputational, safety or wellbeing risk, the matter will be escalated in accordance with Kaplan's Risk Management Framework and monitored through the relevant governance pathway.

Stage 4: Resolving the Complaint

Once the investigation has been conducted and a determination made, the complainant will receive a written response from Kaplan detailing the actions taken in response to the complaint and reasons for the outcome. This will usually occur within 10 working days of acknowledgement of the complaint, or as soon as practicable (depending on the nature of the complaint). If for some reason the investigation or determination takes longer, the student will be advised in writing.

If Kaplan receives no communication from the student within 10 working days from the date the written response is sent by Kaplan to the student, the complaint will be considered closed, except in exceptional circumstances.

Any determination made in relation to a formal complaint will be documented in the Complaints and Appeals Register.

Kaplan will continue to provide updates on progress until the complaint is finalised. The written outcome will include reasons for the decision, any remedies, and information on further appeal options.

Appeals Process

Stage 1: Submitting an Appeal

Right to Appeal

Where a student receives a determination in circumstances that they believe provides grounds for appeal, including Intention to Report decisions, the student has the right to appeal under this Policy.

Academic appeals by students are referred to the Appeals Committee of the Academic Board for determination according to the processes stated within this Policy.

Non-academic appeals by students are referred to the General Manager, National Operations, General Manager, Student Experience, General Manager, Academic Services and Administration or delegate for determination according to the processes stated within this Policy.

Notice of Appeal

If a complainant decides to appeal a determination, they must lodge a written Notice of Appeal via the student management system (SMS) within 10 working days of the determination being made.

In exceptional circumstances, Kaplan may accept an appeal outside the 10 working days.

Please note, however, that any appellant on an Overseas Student Visa who is subject to an Intention to Report letter will be informed that they have 20 working days to access the appeals process.

The appeal must explain the grounds of the appeal and provide any new evidence or information not previously provided. It should also specify the outcome sought.

There is no cost for lodging an appeal and students will be treated fairly and respectfully, with a transparent process. During an appeal, Kaplan will keep all parties informed of progress, confirm procedural fairness is upheld, and provide additional support to either party as needed.

Failure to provide a completed Notice of Appeal with supporting new evidence, as required, will result in the appeal not being heard.

Enrolment Status During Appeals

Where a student's enrolled course reaches its expected duration, including where the associated Confirmation of Enrolment (CoE) has reached its end date, during an internal or external appeal process, Kaplan will continue to defer reporting and will maintain the student's enrolment status for administrative purposes until the appeals process is finalised.

The completion of the course duration does not, in itself, constitute cancellation of enrolment. However, students will not be enrolled in further study or required to attend classes where they are unable to progress academically, unless an academic decision is made to permit continued or repeated study.

Kaplan is not required to extend the duration of the course or issue a new CoE solely on the basis that an appeal is in progress.

Grounds of Appeal

An appeal of a determination may be made on one or more of the following grounds:

- The penalty imposed was excessive considering the facts of the matter.
- New evidence of a relevant nature is available that might alter the original decision.
- The decision was made without due consideration of relevant facts, evidence, or circumstances.
- There was bias, prejudice or a conflict of interest by the investigative or hearing body.
- Some significant policy/procedural irregularity occurred in the investigative or hearing process.
- Appeals relating to sensitive complaints will be handled by appropriately trained staff or committee members to enable trauma-informed decision-making.

Students may not appeal against Academic Results based on:

- subject structure and assessment methods.
- student workload or the amount of work the student has done.
- financial implications of not passing the subject.
- grades received by the student in other subjects.
- the need for additional marks to enable a pass/better grade.
- An unsubstantiated claim of incorrect marking.

Stage 2: Investigating the Appeal

Formation of the Appeals Committee

For academic appeals that may result in cancellation of enrolment, the Academic Board appoints the Appeals Committee. It will comprise of at least three members of the Academic Board and must not include any member who has:

- a personal involvement or connection with the student, or with the matters to be heard, or
- been involved in any activity that has or could potentially lead to bias, prejudice or a conflict of interest or would lead a reasonable person to conclude a bias, prejudice, or conflict of interest in relation to the complaint.

Membership of the Appeals Committee may also include a non-voting secretary who is responsible for keeping

records of the hearing.

For academic appeals which will not result in cancellation of enrolment, the Appeals Committee appoints the Appeals Sub-Committee. Membership of the Appeals Sub-Committee consists of:

- Academic Dean (or delegate)
- Academic Director (or delegate)
- Registrar (or delegate)

The Academic Dean (or delegate), in consultation with the Chair of the Appeals Committee, has the authority to co-opt up to two additional members or experts if a conflict of interest or an overly complex or sensitive matter may be under discussion and must not include any member who has:

- a personal involvement or connection with the student, or with the matters to be heard, or
- been involved in any activity that has or could potentially lead to bias, prejudice or a conflict of interest or would lead a reasonable person to conclude a bias, prejudice, or conflict of interest in relation to the complaint.

Academic Appeals: Duties of the Chair of the Appeals Committee

On receiving an appeal application from a student in relation to an academic matter, the Chair or delegate will review all aspects of the application and make the decision whether:

- to allow the appeal to proceed to the Appeals Committee, or
- in the student's interests, to defer the appeal, or
- to dismiss the appeal by the student.

Where the Chair or delegate determines that a valid case is established by the student within the requirements of this Policy then the Chair or delegate will make the decision that the appeal will proceed to the Appeals Committee.

If the Chair or delegate finds that there are issues in relation to the appeal which, in the student's interests suggest that the student's appeal should be placed on hold pending the results of current subjects being studied then the Chair or delegate has discretion to make the decision to defer the appeal pending those results. Once those results are made available, the Chair or delegate must decide to allow or dismiss the appeal within 10 working days.

If the Chair or delegate finds that there are no grounds for appeal, or that the appeal is lacking in substance or is frivolous or vexatious, then the Chair or delegate will make the decision that the appeal will be dismissed without proceeding to a hearing by the full Appeals Committee. The appellant will receive written notification within 5 working days of the decision and will be informed of further external appeal opportunities available at this stage.

All decisions by the Chair or delegate will be communicated to all members of the Appeals Committee so that the Committee is aware of all such decisions.

Non-Academic Appeals

On receiving an appeal application relating to a non-academic matter, the relevant General Manager (GM) or delegate will review the application and determine whether to grant or dismiss the application. The relevant Kaplan representative may also consult with the relevant stakeholders on the appeal application.

The decision made by the relevant Kaplan representative will be communicated to the appellant in accordance with the standards stated in this Policy.

Where the appeal application is dismissed, the appellant will receive written notification within 5 working days of the decision and will be informed of further external appeal opportunities available at this stage.

Stage 3: Appeal Hearing (Academic Matters only)

If the decision by the Chair or delegate is that the appeal should proceed to a meeting of the Appeals Committee, that meeting will, wherever possible, be convened not more than 10 working days after the Notice of Appeal is

received by Kaplan.

The Appeals Committee will determine the general conduct of the appeal hearing and the procedures to be adopted, as it thinks fair, based on general principles of natural justice and procedural fairness.

The Appeals Committee has the power to:

- hear the appeal in relation to the determination of the complaint.
- review, uphold, dismiss, or vary the determination of the complaint.
- refer the matter back to KBS for further inquiry and determination.

The Appeals Committee will consider all documentation submitted in connection with the appeal, including any written submissions from the appellant and any representative of KBS. The Appeals Committee may also refer to documentation or evidence tendered during the investigation or hearing, as well as any other information relevant to the appeal.

At the appeal hearing, the appellant concerned may be accompanied or assisted by a third party, if so desired, but must advise KBS prior to the hearing if they intend to do so.

Both parties, the appellant and KBS, cannot appoint a legal representative to represent them at the appeal hearing.

The Appeals Committee may reasonably adjourn at any time during the appeal hearing to consider any matter it deems relevant.

Stage 4: Resolving the Appeal

Once a decision has been made by the relevant Kaplan representative, it will be communicated in writing to the appellant in accordance with the standards stated in this Policy, usually within 10 working days of the decision being made or as soon as practicable (depending on the nature of the appeal). If for some reason the investigation or determination takes longer, the appellant will be advised in writing. The relevant Kaplan representative is also responsible for carrying out any recommendations.

The appellant may withdraw their appeal at any stage in the process. If the appellant does this, no further appeals will be accepted. The appeal will be deemed resolved.

Upon upholding an appeal, the relevant Kaplan representative, as appropriate, may determine what action is to occur. Where the appeal is dismissed, the original determination is confirmed and may be processed along with any recommendation originally made.

The proceedings and decision of an appeal will be kept private and confidential, as outlined in Kaplan's *Privacy Policy*. A student may request access to records of the hearing and reasons for the determination. The decision from the relevant Kaplan representative is final and binding on all parties. The appellant may pursue relevant action available to them under Commonwealth or State legislation.

External Independent Review

If the appellant wishes to appeal the decision of Kaplan, the appellant will have 10 working days from the date of their appeal outcome letter to request an external review and provide evidence to Kaplan of the external review request.

An external appeal should only be made after all internal appeal processes under this Policy have been addressed. However, at any part in the complaints or appeals process the complainant/appellant may refer the matter to an external agency.

Kaplan will oversee the implementation of any external findings or recommendations, ensuring they are addressed promptly, monitored for effectiveness, and reported through internal governance structures.

Students may request mediation or an external review through the Resolution Institute. Mediation and external reviews will be conducted in accordance with the Resolution Institute Mediation Rules.

No further appeals will be accepted after mediation or external review.

***Please note** that applying for an external review with the Resolution Institute will incur **a fee** that will have to be paid by the person complaining/appealing a decision. For the exact fees, complainants/appellants should contact the Resolution Institute.*

Furthermore, students may want to consider contacting the National Student Ombudsman or the Tertiary Education Quality and Standards Agency (TEQSA) depending on the nature of their complaint.

Students on an Overseas Student Visa may contact the National Student Ombudsman. If the external appeal or review agency contacts Kaplan, then during the duration of the external appeal or review, the student will not be reported to the Department of Home Affairs, nor will they have their enrolment cancelled until the process has been completed or the student discontinues their external process for appeal or review. Students should note that their visa may be affected if their Confirmation of Enrolment (CoE) lapses during the period of external appeal.

The parties will agree to be bound by the external independent mediator's or regulatory body's recommendations and Kaplan will ensure that any recommendations arising from the decision will be implemented as soon as practicable from the time of receipt of the decision made by the Resolution Institute, TEQSA, the National Student Ombudsman or any other external independent review body engaged in the appeals process.

Kaplan will advise the complainant/appellant of all preventive or corrective actions taken as required in the decision made by the external reviewer.

Contact details for External Independent Review Bodies:

Resolution Institute	Telephone: 02 9251 3366 / 1800 651 650 Email: infoaus@resolution.institute Website: https://www.resolution.institute/
Tertiary Education Quality and Standards Agency (TEQSA)	Telephone: 1300 739 585 Email: enquiries@teqsa.gov.au Website: https://www.teqsa.gov.au/complaints
National Student Ombudsman	Telephone: 1300 395 775 Website: https://www.nso.gov.au/making-a-complaint

Note:

- If students prefer to make a complaint in a language other than English, they can call the Translating and Interpreting Service (TIS) on 131 450 or visit https://www.tisnational.gov.au/ for more information.
- Kaplan will maintain the student's enrolment status and defer reporting while the internal or external appeal process is ongoing. Students are expected to continue attending classes during the appeal process where they remain enrolled in active study to maintain their attendance and course progress requirements.
- For students in South Australia, the South Australian Skills Commission is able to provide:
    - advocacy services for both domestic and international students.
    - assistance in the resolution of disputes through independent mediation.

  More information on the services offered by the South Australian Skills Commission can be found at the South Australian Skills Commission.
- The availability of this complaints and appeals process does not remove the right of the student to take action under Australian Consumer Protection Laws if Australian Consumer Law applies.

Recordkeeping for Complaints and Appeals

Where a complainant/ appellant lodges a formal complaint or appeal they must be advised of:

- the receipt of the complaint or appeal by Kaplan and any proposed action to be taken;
- the outcome and the reasons for the outcome of the complaint or appeal and any further avenues for appeal available.

All records relating to the complaint and/or appeal will be recorded on the complainant's record and maintained as outlined in the *Student Record Management Policy* to allow both parties access to these records upon written request.

Deidentified complaint and appeal data will be reviewed periodically to identify trends, root causes, timeliness, backlog, outcomes, systemic issues and opportunities for improvement. Responsible managers will monitor the implementation and effectiveness of agreed improvement actions. Reports will be provided to the Academic Board and Corporate Board to support self-assurance, risk oversight and continuous improvement.

All records are considered private and confidential and will be treated in accordance with Kaplan's *Privacy Policy*.

Relevant Legislation

As a registered education provider, Kaplan operates under strict laws and regulations. Policies and procedures are in place to maintain compliance with the legislative instruments referenced below:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2019
- ELICOS Standards 2018
- Higher Education Standards Framework (Threshold Standards) 2021, as amended by the Higher Education Standards Framework Amendment (Threshold Standards) Instrument 2026
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- National Higher Education Code to Prevent and Respond to Gender-based Violence 2025
- Privacy Act 1988
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
- Tertiary Education Quality and Standards Agency (TEQSA) Statement of Regulatory Expectations 2024

Related Policies

This Policy should be read in conjunction with the following documents:

- Academic Success Policy
- Admission Policy
- Assessment Policy
- Attendance Policy
- Equity and Inclusion Policy
- Digital Use and Conduct Policy
- Integrity and Misconduct Policy
- Prevention of Harassment and Bullying Policy
- Privacy Policy
- Refund Policy
- Sexual Misconduct Prevention and Response Policy
- Student Record Management Policy

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this Policy.

Policy Category	Academic
Responsible Officer	Vice President, Academic
Implementation Officer(s)	Academic Dean, Registrar and General Manager, National Operations
Review Date	September 2029
Approved by	Vice President, Academic under a standing delegation from the KBS Academic Board
Document Owner	Quality, Regulations and Standards Team

Version	Authored by	Brief Description of the changes	Approved Date:	Effective Date:
7.1	Quality, Regulations and Standards Team	• Inclusion of Academic Director (or delegate) in membership of the KBS Appeals Sub-Committee to align with the KBS Academic Quality and Governance Framework Policy.	30.04.2025	30.04.2025
8.0	Quality, Regulations and Standards Team	• Alignment to Statement of Regulatory Expectations: Student grievance and complaint mechanisms and Gender Based Violence National Code 2025.	27.03.2026	27.03.2026
8.1	Quality, Regulations and Standards Team	• Clarified enrolment status and reporting obligations during internal and external appeals, including where program duration ends during the appeals process. • Removed references to Murdoch College. • Minor editing and formatting changes.	07.04.2026	07.04.2026
8.2	Quality, Regulations and Standards Team	• Updated to reflect the 2026 amendments to the Higher Education Standards Framework, including strengthened references to safety, wellbeing, trauma-informed practice, cultural safety, procedural fairness, systemic issue identification and governance reporting.	17.09.2026	05.10.2026