AUSTRALIAN INTERNATIONAL ISLAMIC COLLEGE

Complaints and Appeals Policy

1. Student requests for deferment, and suspension and cancellation of enrolment are not subject to Australian International Islamic College’s Complaints and Appeals Policy.

2. Exclusion from class is subject to Australian International Islamic College’s Complaints and Appeals Policy.

3. Australian International Islamic College initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Australian International Islamic College’s Complaints and Appeals Policy.

4. For the duration of the internal appeals process, the Australian International Islamic College will maintain the student’s enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

5. If students access Australian International Islamic College’s complaints and appeals process regarding a College initiated suspension or cancellation of enrolment under Standard 13, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply. NB: Students may still access the external complaints and appeals process, but the Australian International Islamic College need not await the outcome of this process before changing the student’s enrolment status in PRISMS. However, if the Australian International Islamic College has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.

6. Extenuating circumstances include:
   i. the student refuses to maintain approved welfare arrangements (for students under 18 years of age)
   ii. the student is missing
   iii. the student has medical concerns or severe depression or psychological issues which lead the Australian International Islamic College to fear for the student’s wellbeing
   iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
   v. is at risk of committing a criminal offence, or
   vi. the student is the subject of investigation relating to criminal matters.

7. The use of extenuating circumstances by Australian International Islamic College to suspend or cancel a student’s enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

8. The final decision for evaluating extenuating circumstances lies with the [insert position].

9. Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website www.immi.gov.au/students/ for further information about their visa conditions and obligations.