



International College of Hotel Management

ICHM Review Procedures

Under the *Higher Education Support Act 2003* (HESA) all providers are obliged to deal fairly with students and persons who are seeking to enrol with the provider, as well as those who have already enrolled.

All opportunities and benefits of assistance to higher education providers must be made equally to all students.

We have fair and transparent procedures that are based on merit for making decisions about the selection of all students, both those entering the VET accredited courses and the Higher Education Bachelor degree. It is also recognised that dealing with students with regard to their FEE-HELP loans is done with fairness and equity.

This includes the granting of the loan, withdrawal from the course, and situations involving bereavement and other situations that are not caused by the student, but nonetheless affect his or her status.

The following procedures are to be noted.

Admissions and FEE-HELP

1. ICHM uses a rolling admission procedure. Applications are processed in the order in which they are received.
2. There is a finite number of places at each entry, and students will be accepted until there are no places left unfilled.
3. We often maintain a waiting list, and advise students of their position on the waiting list.
4. Offers are often made on a conditional basis, and if a student does not fulfil the condition, they may not enter ICHM. These conditions include English ability, and High School marks.
5. The rules of admission are in the ICHM prospectus, and also in the rules that are posted on the ICHM website, www.ichm.edu.au
6. ICHM has an Admissions department located in the Admission Office, 124 Hutt Street, Adelaide, SA 5000, and contact with the Admissions Office is also maintained by email, admissions@ichm.edu.au.

7. The Admissions office is responsible for both FEE-HELP applications and requests to have FEE-HELP balances re-credited. Where an applicant has a problem with a decision with the Admissions Office (not connected to the re-crediting of their FEE-HELP balance), it should first be reviewed with the Admissions Office Staff. The request for review should be in writing, and specifically state that it is a request to review an earlier decision. This policy applies to non-FEE-HELP applicants as well.
8. If the problem is in relation to the re-crediting of a student's FEE-HELP balance it should be referred to the Chief Executive. This position is located in the Admissions Office. Such a referral must be made within 28 days of the date of the initial decision, and must be in writing. It should include the reason for requesting the review. There is no charge for the review. This request for a review will be acknowledged in writing and will advise the student if the student has not received a reply within 45 days of ICHM receiving the request, then the original decision is taken to be confirmed. The letter will also advise that the person may appeal to the Administrative Appeals Tribunal (AAT) within 28 days and provide the contact details of the nearest AAT and the approximate cost of lodging an appeal. Once the decision has been made, the student will be advised of the outcome in writing, and the reasons for the decision. Should the decision be against the student, the student will be advised of other appeal avenues open to him/her. This will include an appeal within 28 days to Commonwealth Administrative Appeals Tribunal, located at 91 Grenfell Street, Adelaide, SA 5000, Telephone 08 8201 0600. There can be a charge of up to \$600 for appeals to AAT, but these may be waived for students on AUSTUDY and in some other circumstances.