



# Education Complaints and Appeals Policy

**Approval date:** December 2025

**Revision Cycle of three years. Due date:** December 2028

**Approved by:** Education Strategy Committee

## 1. Overview

The Actuaries Institute is dedicated to providing high quality learning experiences together with fair and equitable assessment practices for Students enrolled in the Institute's Education Program.

The program comprises qualification education subjects, professional development courses, and microcredential courses (collectively referred to as the Courses). Occasionally Students may have a concern or complaint regarding their education program and seek to have the matter addressed.

## 2. Objective

The objective of the Complaints and Appeals Policy is to provide a framework for Students to raise a complaint or appeal in relation to their educational experience with the Actuaries Institute with the confidence that it will be dealt with in a fair, consistent, and transparent manner.

## 3. Scope

The Policy covers the following people:

- A Student (who may or may not be a Member of the Institute); and
- A group of Students (in which case the group must nominate one person to represent the group in all matters relating to the complaint).

This Policy covers the following situations:

- A complaint relating to a service, action, or lack of action that is part of the educational operations delivered by the Actuaries Institute including, but not limited to, learning and assessment activities; and
- An appeal, where a student disputes a decision made by the Education Strategy Committee on the following grounds:
  - irregular procedure or improper conduct of an assessment; or
  - mitigating factors which the Student was unable to disclose at the time due to extenuating circumstances (substantive independent evidence is required regarding the reason for delayed submission for this ground to be accepted).



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The Policy does **not** cover the following situations:

- Minor grievances or general queries about course material, tutorials, assessments, or other related educational concerns; and
- Appealing a decision, or course result, where there was no irregularity in procedure or improper conduct.

These situations should be managed through informal discussions with your Chief Examiner via the Discussion Forum, or via email. Note that appeals for re-marks will not be considered due to the rigorous marking process.

## 4. Glossary of terms

**Appeal** is a process whereby a Student disputes a decision made by the Education Strategy Committee in respect to education matters.

**Chief Examiner** (CE) means the Chief Examiner for the specific course.

**Complaint** is an expression of dissatisfaction by a Student.

**Course** means any educational course offered by the Institute, including the qualification education subjects, professional development courses and microcredential courses.

**Discussion Forum** means the interactive chat forum, called Discussions, in Canvas where both Students and instructors can communicate.

**Education Program** means the Institute qualification education subjects, professional development courses, and microcredential courses. Any one subject or course is referred to as a **Course**.

**Education Strategy Committee** (ESC) is a committee of the Council that has the responsibility to oversee the entire Education Program

**Executive General Manager, Education** (EGME) means the person responsible for the Institute's Education Program.

**Institute** means The Institute of Actuaries of Australia (ACN 000 423 656) known as the Actuaries Institute, its successors and related bodies corporate, partners and their successors.



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**Member** means a member of the Institute.

**Student** means a person who is enrolled in or applying to enrol in any subject or course within the Education Program offered by the Institute.

## 5. General Principles

The principles on which decisions are made are:

- The complaints and appeals process aims to be fair, consistent, and transparent;
- The Executive General Manager, Education will consider any appropriate factors when deciding whether to uphold the complaint or appeal;
- The submission of a complaint or appeal does not automatically mean it will be approved; and
- Students will be informed of the outcome of their application in a timely manner.

## 6. Reporting

A summary of complaints and appeals submissions will be reported annually to the Education Strategy Committee.

## 7. Related policies, documents, and procedures

All related policies and process flow charts are available on our website.