



Introduction

The Actuaries Institute is dedicated to providing fair and equitable assessment practices for Students enrolled in their Education Program which comprises qualification education subjects, as well as various professional development courses, and microcredential offerings (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.

The objective of the Education 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.

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; and
- An appeal where a student disputes a decision made by the Actuaries Institute on the grounds of:
 - irregular procedure or improper conduct of an assessment; or
 - mitigating circumstances which were unable to be disclosed in the usual process (substantive independent evidence is required regarding the reason for delayed submission for this ground to be accepted).

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, with no element of unfairness involved.

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.

This policy only applies to the courses directly examined by the Actuaries Institute.



How to register a complaint/appeal

Complete the application form below and attach relevant documentation.

Submit your form to the Education Team: education@actuaries.asn.au.

The Education Team will acknowledge receipt of the complaint/appeal via email within 2 working days of it being received. Upon completion of the complaint/appeal review, a written response will be provided.

Additional information

Student complaints and appeals submission:

- Complaint or appeal submission must be made within one month of the incident (if result appeal, within one week of the result being published)
- Independent supporting evidence is required for an appeal under mitigating circumstances.

The following are NOT considered valid grounds for appeal:

- Comparison of your own analysis with your awarded marks
- Requests for re-marking, including a paper or part paper that achieved a pass mark
- Challenging the academic judgement of the examiners because you believe you deserve a different outcome
- Lack of understanding of the assessment guidelines and procedures
- Lack of understanding of the marking guidelines/policy
- Not being aware of policies or processes to provide adjustments, like special consideration, during the assessment period.
- Failing to apply for adjustments or support through Special Consideration within the required application timeframes

Conclusion

The Actuaries Institute recognises that these matters may be sensitive in nature, they will be dealt with in a timely and confidential manner. Only appropriate members of the Actuaries Institute will be informed of the issue(s) being raised by the member. Members are also encouraged to provide feedback to the Actuaries Institute through the Subject evaluations available at the end of each semester. These evaluations provide a useful feedback tool and assist the Actuaries Institute in its endeavour to provide an excellent education program to its members.



Registering a Complaint or Appeal

Membership ID: _____

Title: (Mr, Mrs, Miss, Ms, Dr) _____ Last name(s): _____

First name(s): _____

Mobile: _____

Email address: _____

Area of complaint/appeal (please tick appropriate box)

- | | |
|---|---|
| ☐ Education Services | ☐ Assignment |
| ☐ Education Delivery | ☐ Examination |
| ☐ Subject Material | ☐ Other (please specify) _____ |
| ☐ Tutorial | |

Nature of complaint/appeal (Please provide detail below and attach any supporting documentation.)

Signature: _____ Date: _____

Privacy policy: Your privacy is important to us. The collection use and disclosure of personal information by the Actuaries Institute is covered in our Privacy Policy which is available at <http://actuaries.asn.au/utis/privacy-policy>