



C/3.8 Student authority to act procedure

1. Purpose

To establish the process and responsibilities for managing [Authority to Act](#) at the [AVA](#).

2. Scope

This procedure applies to [AVA CVP Students](#).

This procedure does not apply to [Authority to Act](#) on behalf of [AVA Employees](#) in relation to employment matters.

3. Procedure Overview

3.1 This procedure establishes the process and responsibilities with regard to acknowledging, managing, and revoking an [Authority to Act](#).

4. Procedures

4.1 Types of Authority to Act

An [AVA CVP Student](#) may give an [Authority to Act](#) to another person and/or entity in relation to one or more of the following types of matters:

- access to and changing of personal records;
- access to academic records;
- access to [Enrolment](#) information;
- financial transactions;
- lodging of [Appeals](#);
- making a [Complaint](#);
- requesting a review of [Decision](#);
- to receive and respond to communications from the [AVA](#);
- other business matters not specified.

An [Authority to Act](#) cannot be acknowledged in relation to academic matters; e.g. undertaking [Assessment](#) on behalf of another person.

Normally an [Authority to Act](#) is only acknowledged for a single person and/or entity. Additional [Authority to Act](#) powers may, however, be acknowledged in certain circumstances at the discretion of the [AVA](#) and the [AVA CVP Academic Program Director](#).

Where relevant, the [AVA](#) may provide information to Commonwealth and State government departments, agencies and their authorised agents or contracted service providers in accordance with the AVA's privacy policy.

4.2 Acknowledging an Authority to Act

4.2.1 Authority to Act acknowledged through an existing legal instrument

In certain instances an [Authority to Act](#) on behalf of an [AVA CVP Student](#) may be acknowledged for another person and/or entity through an existing legal instrument such as an enduring power of attorney, a support person, or guide assisting a person with a temporary or permanent incapacity or disability. If such an [Authority to Act](#) has been granted through an existing legal instrument, it is the responsibility of the person who holds the [Authority to Act](#), or the person who is subject to the [Authority to Act](#) to make the [AVA](#) aware of the legal instrument that provides the [Authority to Act](#). The person who makes the notification to the [AVA](#) must complete and satisfy the identity requirements specified on the Authority to Act form.

The completed Authority to Act form, an original or [Certified Copy](#) of the legal instrument and original or [Certified Copies](#) of the identity requirements are to be submitted to:

Email to education@ava.com.au

Or by mail to:

AVA CVP Program Manager
Australian Veterinary Association
Unit 40/6 Herbert Street
ST LEONARDS NSW 2065

4.2.3 Nominate an Authority to Act

If an [AVA CVP Student](#) wishes to nominate a person or entity to be acknowledged as having an [Authority to Act](#) on their behalf, the [AVA CVP Student](#) and the identified party must complete the Authority to Act form clearly stating the matters for which the [Authority to Act](#) is granted and the duration of the authority. Both parties must also satisfy the identity requirements as set out on the form.

The completed Authority to Act form and original or [Certified Copies](#) of the identity requirements are to be submitted by:

Email to education@ava.com.au

Or by mail to:

AVA CVP Program Manager
Australian Veterinary Association
Unit 40/6 Herbert Street
ST LEONARDS NSW 2065

4.3 Processing and recording Authority to Act

Applications to nominate an [Authority to Act](#), and [Authority to Act](#) granted through an existing legal instrument will be processed by the [AVA CVP Program Manager](#) and recorded in the [AVA's](#) official record keeping system. Such applications will only be processed if identity requirements can be satisfied.

4.4 Exercising an Authority to Act

A person and/or entity which has been acknowledged as having an [Authority to Act](#) is known as an [Authorised Representative](#) and may act on behalf of the person subject to the [Authority to Act](#) in relation to the matters for which the authority was granted only.

In all transactions with the [AVA](#) where the [Authorised Representative](#) is acting on behalf of an [AVA CVP Student](#), identity requirements must be satisfied to the level as provided on the [Authority to Act](#) form. If the [AVA](#) is not satisfied with the proof of identity provided by the [Authorised Representative](#), the [AVA](#) will not allow the [Authorised Representative](#) to transact business until these identity requirements are met.

If the [AVA](#) suspects that fraudulent or corrupt activity is being undertaken or being planned to be undertaken by an [Authorised Representative](#), the [AVA](#) will not allow the [Authorised Representative](#) to transact business and will report the matter to the appropriate authorities for investigation.

4.5 Revoking an Authority to Act

4.5.1 Nominated Authority to Act

A nominated [Authority to Act](#) will remain in force until:

- expiration of the duration of time specified on the approved [Authority to Act](#) form; or
- the person who granted the [Authority to Act](#) completes their business with the [AVA](#); or
- the person who granted the [Authority to Act](#) revokes the [Authority to Act](#) through the completion of the [Revocation of Authority to Act](#) form and submission of appropriate identification requirements. The form and the identification requirements are processed by the [AVA](#).

A [Revocation of Authority to Act](#) form can be submitted by:

Email to education@ava.com.au

Or by mail to:

AVA CVP Program Manager
Australian Veterinary Association
Unit 40/6 Herbert Street
ST LEONARDS NSW 2065

4.5.2 Authority to Act given through an existing legal instrument

An [Authority to Act](#) given through an existing legal instrument will remain in place until:

- the powers given through the legal instrument expire; or
- the [Authorised Representative](#) or person subject to the [Authority to Act](#) completes their business with the AVA.

5. References

Nil.

6. Schedules

This policy must be read in conjunction with its subordinate schedules as provided in the table below.

7. Policy Information

Accountable Officer	Chief Executive Officer
Responsible Officer	Head of Education and Events
Policy Type	AVA Education Policy
Policy Suite	Section C – AVA CVP Student Support and Administration
Subordinate Schedules	Nil
Approved Date	4 December 2023
Effective Date	4 December 2023
Review Date	30 April 2026
Relevant Legislation	Crime and Corruption Act 2001 (Cth) Guardianship and Administration Act 2019 (Cth) Information Privacy Act 1988 (Cth) Public Interest Disclosures Act 2022 (NSW) (PID Act 2022) Government Information (Public Access) Regulations 2018 (NSW) (GIPA Regulations)
Related Policies	AVA Code of Professional Conduct Policy AVA Privacy Policy C-1.1 Student general conduct policy C-3.1 Admission policy and procedure C-3.2 Enrolment policy and procedure C-8.1 Student grievance resolution policy and procedure

	C-8.2 Student appeals procedure
Related Procedures	Nil
Related forms, publications and websites	Authority to act form Revocation of authority to act form
Definitions	<p>Terms defined in the Definitions Dictionary</p> <p>Appeal A formal, written request made by an AVA CVP Student to a higher authority to have a Decision overturned.</p> <p>Authorised Representative A representative who has been authorised to represent or act on behalf of an AVA CVP Student and acknowledged as such by the AVA in writing and in compliance with relevant AVA policy</p> <p>Authority to Act An Authority to Act is an official permission given by a person to another person and/or entity to act on certain matters, or granted to a person or entity to act on behalf of another person through an existing legal instrument for a certain period of time. An Authority to Act can be given in relation to all business transactions with the AVA, or extended in relation to certain matters only.</p> <p>AVA The term 'Association' or 'AVA' means the Australian Veterinary Association Limited.</p> <p>AVA CVP Academic Program Director The AVA CVP Academic Program Director is the academic professional responsible for managing, coordinating and overseeing the delivery of learning, teaching, and evaluating the AVA Chartered Veterinary Practitioner</p> <p>AVA CVP Program Manager The AVA CVP Program Manager is the administrative professional responsible for managing, coordinating and overseeing learning and teaching production, student management, and accreditation within the AVA Chartered Veterinary Practitioner™ and associated projects.</p> <p>AVA CVP Student A person who is admitted to the AVA CVP Accreditation Program offered by the AVA and is:</p> <ul style="list-style-type: none"> • currently enrolled in one or more Courses; or • not currently enrolled but is on approved leave of Absence or whose Admission has not been cancelled.

	<p>AVA Employee A person employed by the AVA on a continuing, fixed term or casual basis. Employees also include a person whose provision of academic and/or education services are covered by a written agreement or contract with the AVA.</p> <p>Certified Copy A 'Certified Copy' is a copy of an original document that has been authorised (or stamped) as being a true copy of the original by an authorised person.</p> <p>Complaint A Complaint is an “expression of dissatisfaction made to or about the AVA, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required”.</p> <p>Decision A determination made by an AVA Employee, contractor or other authorised delegate in the course of their duties on behalf of the AVA.</p> <p>Enrolment The process of admitting an AVA CVP Student to one or more Courses for the current Academic Year.</p> <p>Definitions that relate to this policy only Nil.</p>
Keywords	Authority to Act, release of personal information, Official Sponsor, power of attorney, legal guardianship
Record No	

Complying with the law and observing AVA Policy and Procedure is a condition of working for, and volunteering with, the Australian Veterinary Association.