



## Notice of Internal Appeal Form – NG2

### General Information

### Part 1–To be retained by student

Please use this form if you would like to make an **appeal** about a decision AICT has made, including but not limited to:

- Academic matters such as review of the assessment decisions
- Review of any other decisions
- Disciplinary actions i.e. misbehaviour
- Course fees
- Notifications of Intention to cancel your enrolment at AICT or report you to DIBP/DES,
- Other decisions directly or indirectly affecting you and
- Other non-academic matters

All **complaints/appeals** will be discussed with the Student Support Officer, the CEO and any other relevant persons such as your Trainer may be invited to the meeting. The Student Support Officer may invite you to a hearing or for further information. Meetings will be confidential and no data will be released to any third party, except where requested by an Australian Government authority. You will be contacted within 5 days of the date your **complaint/appeal** is lodged.

Details of your **complaint/appeal** are recorded and stored in your student file and AICT's student database. These records will be retained for five years during which you can request access to these records.

**Your enrolment will be maintained throughout the *complaint/appeal* process and you are encouraged to continue to attend your classes.**

Throughout the **complaint/appeal** process you will be able to:

- Bring a friend or family member to all meetings
- Ask for a translator

If you are still not satisfied with the advice and outcome then you have the right to lodge an appeal to independent third party. The appropriate party is **independent of AICT**, the party is:

Contact details for the third party organisation- Resolution Institute (Combining LEADR and IAMA):

Level 1, 13-15 Bridge Street, Sydney, NSW 2000 Australia

Free call: 1800 651 650

Website: <https://www.resolution.institute/>

Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

As AICT is Resolution Institute member students are entitled to access the Student Mediation Scheme, fees may apply. Alternatively, the Overseas Students Ombudsman can be used by international students. For the information relating to the Overseas Students Ombudsman services, please visit [www.oso.gov.au](http://www.oso.gov.au) or phone **1300362072**. You can access Overseas Students Ombudsman services **FREE of cost**.


An information booklet is available at Reception. For more information, please refer to **International Student Handbook**.

Once a decision has been reached, you will be informed about the outcome of your **appeal**.

**Please complete and sign the attached *Formal Complaint Form* and submit it to AICT via mail, in person or by email to [studentservices@aict.wa.edu.au](mailto:studentservices@aict.wa.edu.au) to commence the process.**


If you have any further questions relating to the **complaint & appeal process**, please refer to **Complaints & Appeals Policy and Procedures** or contact our Student Support Officer.

**Note:** If the internal or any external complaint handling or appeal process results in a decision that supports the student AICT must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

 AUSTRALIAN INSTITUTE OF COMMERCE + TECHNOLOGY	CRICOS Provider No. 02540M RTO Provider No. 2058	Current Version: 1.1
Current Version Date:03/04 /2016	Next review date: 03/04/2017	Page 1 of 5



## Internal Appeal Lodgement Receipt

 AUSTRALIAN INSTITUTE OF COMMERCE + TECHNOLOGY	Internal Appeal Form Receipt		Receipt Stamp
	Student Name		



## Notice of Internal Appeal Form – NG2

### Student Details

Part 2 –Submitted to AICT

Serial Number:

Previous Complaint Number: \_\_\_\_\_

Student to complete the following information:

Student Number	Name	
Address		Contact number
		Email Address
Course		
Study	Shift	Other:
Domestic <input type="checkbox"/>	Day Class: <input type="checkbox"/> Mon/Tue <input type="checkbox"/> Wed/Thu	
International <input type="checkbox"/>	Evening Class: <input type="checkbox"/>	

## Internal Appeal – NG2

If you are not satisfied with the outcome of your Complaint, the reasons may include:

- You do not believe the complaint outcome is supported by available evidence,
- Due process has not been adhered to by the faculty
- Relevant new or additional information is now available that was not available at the complaint process

**Student:** Please explain why you are not satisfied with the outcome of the Complaint process and identify any particular issues that you would like to consider in addition to information that you have previously provided:

### Description of the Appeal

What are your grounds for appeal – reasons you are not satisfied with the complaint outcome

### Additional Information in support of review

Please outline the evidence you have in support of the appeal (attach additional documentation as necessary)

### Desired Outcome

What is the outcome that you would like to see as a result of this appeal?

Student Signature

Date of the Appeal lodgement



## Review by faculty designate (AICT OFFICE USE ONLY)

---

### Comments

Steps taken to investigate the Appeal and your findings

### Recommended Outcome

**Signature**

**Faculty**

**Date**