

## INTERNAL APPEAL REQUEST FORM

This form is to be used by all students, including potential students, who want to request an Internal Appeal about an Academic and/or Non-Academic decision. This request must be made within 28 working days of receipt of the written report from Phase 2 as outlined in the SGA Student Complaints and Appeals Policy and Procedure located on your College website. You must attach a copy of the written report from Phase 2 when submitting this Internal Appeal Request Form.

**Grounds for an Internal Appeal** – An Internal Appeal will only be allowed on matters relating to the Principle of Procedural Fairness as explained in Item 5 in Appendix 1 of the SGA Student Complaints and Appeals Policy and Procedure located on your College website.

**Note:** An appeal that questions the academic and/or professional judgement of the Responsible Officer/s who assessed your original Complaint is **not permitted**.

**Your Details:** *(please enter details as to how we can contact you for the duration of this Internal Appeal)*

Title: \_\_\_\_\_ Surname: \_\_\_\_\_

Given name/s: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Mobile: \_\_\_\_\_

Telephone (Home): \_\_\_\_\_

**Student Status** *(Please tick the box below that describes your current enrolment status):*

potential student *(not enrolled, but seeking to enrol)*

enrolled student *(insert your student number)*

**Internal Appeal Type:** *Tick the box that best describes what your Appeal is about. If your Appeal type is not listed below, tick 'other' and describe briefly.*

Non-Academic Matters	Academic Matters
<input type="checkbox"/> <b>Student Support Services</b> <i>(course application and enrolment processes)</i>	<input type="checkbox"/> <b>Education and Training Programs</b> <i>(course structure and content, quality of teaching and course delivery)</i>
<input type="checkbox"/> <b>Facilities and Amenities</b> <i>classrooms/venue/grounds)</i>	<input type="checkbox"/> <b>Assessment matters</b>
<input type="checkbox"/> <b>VET Fee Help, Fee Help and other Fee for Service arrangements</b>	<input type="checkbox"/> <b>Conduct of teaching staff and/or other students)</b>
<input type="checkbox"/> <b>General administration</b> <i>(fines and payments)</i>	<input type="checkbox"/> <b>Attendance procedures</b> <i>(where relevant)</i>
<input type="checkbox"/> <b>Perceived discrimination, unfairness and injustice</b>	<input type="checkbox"/> <b>Recognition of Prior Learning (RPL applications)</b>
<input type="checkbox"/> <b>Bullying, harassment</b>	<input type="checkbox"/> <b>Student supervision</b> <i>(while in class, on vocational placement or practicum)</i>
<input type="checkbox"/> <b>Use and misuse of personal information</b>	<input type="checkbox"/> <b>Issues relating to authorship, intellectual property</b>
<input type="checkbox"/> <b>Conduct of staff – non teaching staff</b>	<input type="checkbox"/> <b>Other</b> <i>(please describe briefly)</i>
<input type="checkbox"/> <b>Other</b> <i>(please describe briefly)</i>	<input type="checkbox"/> <b>Other</b> <i>(please describe briefly)</i>

**What are the details of your Appeal?** - *Provide the reason/s for why you are requesting for an Internal Appeal. You will need to explain how you think the Principle of Procedural Fairness has been breached. Include evidence that has not been presented beforehand as part of your original Complaint to support your Request for an Internal Appeal.*


**What do you think needs to be done to address your Appeal?** *Tell us what you think needs to be done to address the perceived breaches of the Principle of Procedural Fairness as you have outlined in this Internal Appeal Request.*


**Information about Internal Appeals:**

Students must read the SGA Student Complaints and Appeals Policy and Procedure, before completing and lodging this form. You will find the SGA Student Complaints and Appeals Policy and Procedure under 'Policies' on your College website or you can contact the Student Services Manager at your College to discuss the Internal Appeal process.

**Declaration:**

I understand that in lodging this Request for an Internal Appeal;

- I have read the SGA Student Complaints and Appeals Policy and Procedure, including Appendix 1 and Appendix 2
- my Appeal will be acknowledged and will be forwarded to the relevant Responsible Officer for managing the Appeal, and
- the information I provide will be treated with appropriate confidentiality and will not be disclosed to a third party unless required for the management of my Appeal or by law.

Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

**How to lodge your completed Appeal Form:**

Attach the completed Request for an Internal Appeal Form and supporting documentation and Email to: [complaints@studygroup.com](mailto:complaints@studygroup.com)

**Office Use Only**

Date Received

Receipt Provided

File Number:

College