



APPEALS →

If you have received a letter of intent to report you to the Australian Government for unsatisfactory attendance or course progress, you have the right to appeal this decision within 20 days.

ELC can only consider an appeal if there is 'compassionate and compelling circumstances' for your low attendance or unsatisfactory progress. Such as:

- > a serious illness or medical emergency for which you can provide medical certificates
- > close family trauma about which statements from family members can be provided

If your attendance is below 70% no appeal can be considered and you will automatically be reported to the Australian Government. This may result in the cancellation of your student visa.

How to make an appeal

Internal appeal

- 1.** Make an appointment with the Director of Studies. You may bring a support person (e.g. a friend) to this meeting with you.
- 2.** The Director of Studies will explain to you how your attendance or progress has not met requirements and present documentary evidence of this.
- 3.** You will be given the opportunity to explain why you wish to appeal this decision and may be asked to provide documentary evidence to support this.
- 4.** You will be informed of the outcome of the appeals process in person and in writing within 5 days.
- 5.** You should continue to attend all of your classes during this time.
- 6.** If your appeal is successful you must continue to meet all course attendance and progress requirements.

External appeal

- 1.** If you do not attend your appeal meeting; you do not access the complaints and appeals process within the 20 day period given; you withdraw from the process or if your appeal is unsuccessful, you will be advised of the availability of an external appeal through the Overseas Students Ombudsman. www.oso.gov.au
- 2.** If you do not access this external appeal within 5 days, ELC will report you to the Australian Government.
- 3.** If you access the external appeals process, you will be required to maintain your attendance for the duration of the appeals process.
- 4.** If the external appeal process is unsuccessful for you, ELC will report you to the Australian Government
- 5.** If the external appeal process is successful for you, ELC will not report you to the Australian Government. However, you will be required to meet all attendance and course progress requirements for the remainder of your course.