

APPEAL FORM

Appeals Policy

The International Student Program (ISP) Appeals Policy allows overseas students, parents, schools and DET-Accredited Education Agents (agents) access to an appeals process to seek a review of a complaint outcome or formal decision made in relation to overseas students seeking to enrol, enrolled, or previously enrolled in the Department of Education Training's (DET) ISP, administered by the International Education Division (IED).

Through this form you can outline why you think IED has made an error in relation to the outcome of your original complaint or in relation to a formal decision made.

If you have not yet raised a matter with IED and want to express your dissatisfaction, please see the [Complaint Form](#) available under *Brochures and Forms* at www.study.vic.gov.au.

Appeals Process

- IED prefers that requests for an internal appeal are submitted to IED in writing, preferably using this form, which is located under *Brochures and Forms* on www.study.vic.gov.au.
- IED does not charge a fee to lodge an internal appeal.
- IED will commence the internal appeal within 10 working days of the appeal lodgement and all reasonable measures will be taken to finalise the outcome as soon as practicable.
- IED will provide you with the contact details of a staff member within IED who you can contact in relation to the appeal.
- You will be given the opportunity to formally present your case at minimal or no cost.
- You may be assisted by a support person at any relevant meetings, provided that person does not have a conflict of interest. For example, it may not always be appropriate for an agent to be present.
- IED will conduct the appeal in a professional, fair and transparent manner.
- IED will give consideration to the Victorian Charter of Human Rights and Responsibilities when conducting an internal appeal.
- IED will provide you with a written statement of the outcome of the appeal, which includes the reason for the outcome, within 10 days of completing the review. The written outcome will include the contact details for seeking an external review.
- IED will implement any favourable decision, or corrective and preventative actions required, from the appeal outcome immediately, and advise you of that action.
- IED's appeals process does not affect your rights to take action under Australian Consumer Law, if Australian Consumer Law applies.

How to complete this form

1. Fill out the Appeal Form.
 - This form is an editable pdf form which means you can type in the form and save it to your computer.
 - This form must be completed in English only.
2. Print and sign the form.
3. Attach any additional supporting documentation you would like considered.
4. Please **scan** your completed form, along with any supporting documentation, and return via email to: isfinance@edumail.vic.gov.au.

Interpreter Assistance

If you require an interpreter to assist with phone calls with IED, you can contact the Translating and Interpreting Service (TIS) on +61 3 9268 8332.

Advise TIS of the language and dialect assistance that you require, and ask TIS to call the International Education Division, in the Victorian Department of Education and Training, on +61 3 9637 2990 between 9.00am to 4.00pm Australian Eastern Standard Time from Monday to Friday, excluding Victorian public holidays. You will not be charged for the translation service.

Privacy Policy

DET must comply with Victorian privacy law when collecting and handling all personal and health information. DET includes all Victorian government schools, central and regional offices.

For further information, see DET's Information Privacy Policy at: www.education.vic.gov.au/Pages/privacypolicy.aspx.

Document Acronyms

DET – Department of Education and Training

IED – International Education Division

ISP – International Student Program

Appellant Details

1	Appellant First Name	<input type="text"/>
2	Appellant Last Name	<input type="text"/>
3	Relationship to student/s	<input type="text"/>
4	Residential Address	<input type="text"/>
5	Telephone number/s	<input type="text"/>
6	Email/s	<input type="text"/>

Student Details

Please provide the student/s details below.

7	Student 1 – ID	Student 1 - Full Name	Year Level
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>
8	Date of Birth	School	
	<input type="text"/>	<input type="text"/>	
9	Student 2 – ID	Student 2 - Full Name	Year Level
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>
10	Date of Birth	School	
	<input type="text"/>	<input type="text"/>	
11	Student 3 – ID	Student 3 - Full Name	Year Level
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>
12	Date of Birth	School	
	<input type="text"/>	<input type="text"/>	

Additional Support

Please advise us if you require a translator to assist with any phone calls that may take place.

13	<input type="checkbox"/> Yes <input type="checkbox"/> No	
14	Language	<input type="text"/>
15	Dialect	<input type="text"/>

Appeal Details

Please explain why you believe that IED has made an error in the original complaint outcome or formal decision below. Attach extra pages, if required. Please also ensure that you attach copies of any relevant supporting documents.

Appeal Outcome

Please outline below what outcome you are seeking. Attach extra pages, if required.

Appellant's signature

Signature:

Date: