

*Office Use Only*

Received by:	Int:	Date:
Approved by:	Int:	Date:

## STUDENT DETAILS

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**Student Name:** ..... **Student ID:** .....

**Phone No:** ..... **E-mail:** .....

**Current Course:** .....

### Reason for Appealing

- Intention to Report for unsatisfactory course progress
- Intention to Report for non-payment
- Assessment marks
- Refund refusal
- Leave of Absence refusal
- Release Letter refusal
- Other: \_\_\_\_\_

### Details of Appeal:

(Please attach all relevant evidence to support your appeal)

**Documentation Provided:**

## APPEAL FOR REVIEW

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CSF has in place a simple but comprehensive appeals policy which is easily and immediately accessible to students. Students are made aware of its provisions at Student Orientation Sessions and regularly throughout the course in various meetings and self-audits.

Details of Appeal Process:

- An Appeal form which is completed by the student and submitted to the Student Services Advisor
- Once the Appeal has been reviewed by the CSF staff member, student will be notified of the outcome.
- Where the appeal has not been solved to the student's satisfaction then he/she will be informed that the appeal of the first decision can be taken to the VET Coordinator or Campus Manager of the College.
- If the student chooses to appeal against the decision, they have 20 working days in which to do so.
- The Student Services Advisor will discuss the appeal with the student with the view to solving the appeal. The student can, if he/she so wishes, have a person of his/her choice present with him/her at this discussion.
- If the action taken to solve the problem satisfies the student then no further action is required. A written outcome will be provided by the relevant CSF staff member. A copy of all appeal forms will be kept in the student's file.
- If the appeal is unsuccessful, the student will be informed that he/she can seek an external appeals process, within 20 working days, for which the Campus Manager of CSF is to provide contact details.
- The College of Sports and Fitness will maintain the student's enrolment whilst the external appeal is being processed.
- Where the student's appeal is not upheld by the external appeals process, CSF will immediately implement any decision and/or corrective and preventive action required and advises the student of the outcome.
- All matters relating to the appeal will be recorded and filed under the student's hard file and within the Student Management System by the Student Services Advisor of the College of Sports and Fitness.

## DECLARATION

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**I declare to the best of my knowledge and belief, the above information contained on this form is correct and complete. I hereby agree to be bound by the Rules and Regulations of The College of Sports and Fitness. I authorise the College of Sports and Fitness to release information to any approved educational or migration related government bodies at their request.**

**Student Signature:**..... **Date:** .....