

Section C: Evidence Provided

Please provide any supporting evidence that should be submitted with your complaint/grievance/appeal/request. This may include supporting evidence such as Doctor’s Certificates, Copy of Flight Itinerary, Cessation of Employment, etc. or any other evidence that may support your complaint/grievance/appeal/request. Please list the evidence provided to the College:

Section D: Additional Information Required and Support Services Provided

1. Are you appealing against a decision that may affect your enrolment at ALG and in turn your student visa, i.e.:

Yes
 No

If you tick NO, please answer Question 3 and 4. If you tick YES, please indicate what your appeal is for and answer Question 2, 3 and 4:

- Not meeting attendance requirements
- Non-payment of tuition fees
- Not meeting academic course progress requirements
- Student misbehaviour

2. Did you receive any of the following notifications (please tick if yes):

- Payment Reminder Letter
- Payment Overdue Letter
- Warning Letter
- Intention to Report

3. Do you wish to apply for a retrospective deferment?

- Yes
 No

4. Do you feel you received adequate support from Student Services Team in regards to the matter you are raising to the College’s attention?

- Yes
 No

Please specify the reason(s) if you tick NO for Question 4.

ALG will acknowledge receipt of your complaint or grievance within 10 working days and an outcome, including the reasons for the outcome will be provided once finalised. This will be stored on your student record.

ALG must maintain your enrolment during an appeals process. In turn, ALG requests you maintain your enrolment to a satisfactory level until further notification of the outcome of your appeal.

Section E: Special Part Payment Plan Details (if applicable)

Total Amount Due (inclusive of any Administrative fee):

1. First Payment Due Date (50% of your tuition fee + \$50 processing fee): Amount.....Date.....
(Note: Due Date must be before the start of term.)

2. Second Payment Due Date (50% of your tuition fee): Amount.....Date.....

Please take note of the following terms & conditions:

- Special Part Payment Plan is subjected to managerial approval.
- Should your request been approved, there is an AU\$50 Administration fee charged for Special Part Payment Plan.
- Failure to pay tuition and administration fee in accordance with the agreement will lead to deregistration from studies. A place in a course cannot be guaranteed once a student has been deregistered from their studies.
- Deregistration may lead to a cancellation of Confirmation of Enrolment, which will affect student visa status.
- Late Payment fee of AU\$50 per week will be charged for failure to meet the due date specified in the agreement.
- No refund of fees paid in accordance with the agreement will be granted if students choose to discontinue their studies, unless otherwise stated in accordance with our refund policy.

Section F: External Appeals (if applicable)

If an Internal Appeal is rejected, or if for any other reason you wish to access the External Appeals Process, then you and ALG must both agree in writing on who this third party mediator will be, which will ensure fairness and independence. Please indicate below that you understand the responsibilities of accessing Third Party Mediation:

- I have been informed of the Third Party Mediation Services (External Appeals) available to me and my rights to access it.
- I have been given the contact information for the Third Party Mediator to lodge my Appeal
- I accept and understand the costs that may be associated with Third Party Mediation
- I have 10 days to lodge my External Appeals otherwise the Australian Learning Group will consider the Appeal withdrawn.

Section G: Student and Staff Declaration (sign here to validate document)

Student's Signature: _____ Date: _____

Staff Initial: _____ Date that you received the form: _____