

COLLARTS

VET Delivered to Secondary Students Application to Appeal Form

Important Information

This form applies to students and prospective students who wish to lodge an internal appeal against a college decision as the result of the formal grievance process. This form should be read in conjunction with the following policies:

- Complaints & Appeals Policy
- Privacy Policy

All college policies referenced in this document can be found in the Student Handbook and accessed via *Student Resources* section of the Collarts student portal at <https://collarts.instructure.com/login/canvas> and *VETDSS resources* section of the college website.

All students, prospective students and any other parties to Collarts are entitled to access the grievance procedures set out in the college **Complaints & Appeals Policy**, regardless of the location of the campus at which the grievance has arisen, their place of residence or the mode in which they study.

The procedures set out in college **Grievance & Appeals Policy** do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

Grounds for Lodging an Internal Appeal

An appeal against a college determination as a result of a formal grievance process (Step 7) may be made on the following grounds:

1. The Collarts VET Manager has not communicated a decision within twenty-five days of the acceptance of the Formal VET in Schools Complaint Form in relation to the complaint.
2. There is new evidence of a relevant nature that was not available during the process at Stages 5-7.
3. The determination was made without due consideration of the facts, evidence or circumstances.
4. There was bias, prejudice or a conflict of interest by the Collarts VET Manager.
5. A significant irregularity of policy or procedure occurred during the investigation.

The internal appeals process can be initiated by lodging this 'VET delivered to secondary students Application to Appeal Form'.

Lodging the Application Form

You can lodge your completed application with the Collarts VET Manager at vet.support@collarts.edu.au.

Your completed application must be received by the Office of the Registrar within twenty working days of the receipt of the *Complaint Outcome Letter* received at the completion of the formal grievance process.

Collarts will sign and return this front instructional sheet as proof of submission. It is recommended you take a copy of your completed application for your records. Collarts is not responsible for taking or providing the applicant with a copy at the time of the completeness check.

The Application Process

An Appellant wishing to lodge an internal appeal must submit this 'VET delivered to secondary students Application to Appeal Form', which can be downloaded via *Student Resources* section of the Collarts student portal at <https://collarts.instructure.com/login/canvas> or *VETDSS Resources* section of the college website.

The form must be completed in full to provide the following information to assist with investigation and the determination of a reasonable resolution:

- A clear description of the grievance, including date, location and persons involved
- A statement of their grounds for appeal
- A proposed resolution which they believe will settle the complaint
- Attach any documentation in support of the appeal or proposed resolution

The VET Manager will only consider an appeal application complete and eligible for investigation when all sections have been filled-in and the form has been signed by the Appellant. Incomplete application forms will not be accepted.

Assessment & Notification of Outcome

On receipt of a completed application, the Dean will assess the application in accordance with the college **Complaints & Appeals Policy** and any associated policies and will:


1. Accept the appeal for hearing and determination.
2. Refer the appeal to the VET Manager for reconsideration where new evidence has been presented at the internal appeal stage
3. Deny the appeal

You will be notified in writing of the decision of the Dean within ten working days of the receipt of the completed application. The notification will also outline the next steps in the appeals process in accordance with the college policy.

The Appellant has the right to access the external appeals process at the conclusion of the internal appeals process.

Privacy Statement

Collarts is committed to the protection of privacy in accordance with the *Privacy Act 1988*. Collarts collects, stores and uses personal information only for the purposes of administering student admissions, enrolment and education. All information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal and regulatory compliance requirements of Collarts as a higher education provider. For more information on our approach to privacy, please refer to our Privacy Policy in the Student Handbook.

| LODGEMENT RECEIPT | |
|--------------------------------------------------------------------------------------------------|--------------------|
| received by Collarts as a complete application for assessment | |
| Collarts:  | Date: Name: |
| Student Number: | |

Please retain this copy as proof your application was submitted

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| | | |
|-------------------------------------------|-----------------|---------------------|
| Type of Grievance (please select): | Academic Appeal | Non-Academic Appeal |
|-------------------------------------------|-----------------|---------------------|

Personal Details

| | | |
|---------------------------------|--------------------------|-----------------------------|
| Student Number (if applicable): | Family Name: | Date of Birth: |
| Address: | Given Name(s): | Title: Mr Mrs Miss Ms Dr |
| | Preferred Email Address: | Contact Telephone Number: |

Course Details

| | |
|-------------------------------------------------|-------------------------------------------------------------|
| What course are you enrolled in or applying to? | List the unit(s) concerned (if an academic grievance only): |
|-------------------------------------------------|-------------------------------------------------------------|

Evidence Supporting an Appeal

What are your grounds for appeal (include specific details and refer to the grounds as outlined in the Complaints & Appeals policy):

What is your supporting evidence? (Attach any additional pages)

What is the outcome that you would like to see as a result of this appeal?

Student Declaration

I declare that the information provided by me is true and correct. I have read and understood the information contained on this form and at the **Grievance & Appeals Policies** as published in the Student Handbook and **VETDSS** section of the college website.

| | |
|------------------------------------------------------------------------------------|---------------------------|
|  | Date Signed (dd/mm/yyyy): |
|------------------------------------------------------------------------------------|---------------------------|

Collarts Office Use Only:

| | | |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| <input type="checkbox"/> Referred to the Dean | Dean Decision: <input type="checkbox"/> Accept <input type="checkbox"/> New Evidence (Referred to VET Music Program Leader) <input type="checkbox"/> Deny | Date: |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-------|