



STUDENT SERVICES · APPEALS

Appeal Form

Request a review of an academic or administrative decision made by IOIS

ABOUT THIS FORM

- **Use this form** to ask IOIS to review a decision you believe is incorrect or unfair, such as an assessment result, an enrolment or course progress decision, a deferral, suspension or cancellation, or the outcome of a complaint. To raise a concern about a service or experience, use the **Complaint Form** instead.
- **Lodge your appeal within 20 working days** of the date the decision was given to you, by sending this form and any supporting documents to the Student Support Officer at studentsupport@iois.edu.au. Late appeals are accepted only where there are compassionate or compelling circumstances.
- **What happens next:** we acknowledge your appeal within **3 working days**, start the review within **5 working days**, and give you a written outcome with reasons within **20 working days**. Assessment appeals are reviewed by an **independent assessor** who was not involved in the original decision, and no one reviews their own decision.
- **Appealing is free.** Your enrolment and access to training and support continue while your appeal is reviewed, and you may bring a support person to any meeting. If you need help completing this form, email Student Support.

01 YOUR DETAILS

GIVEN NAME(S)		SURNAME	
STUDENT ID	EMAIL ADDRESS	PHONE NUMBER	
COURSE CODE AND TITLE			

02 THE DECISION YOU ARE APPEALING

TYPE OF DECISION (TICK ONE)	
☐ Assessment result	☐ Credit Transfer or RPL outcome
☐ Enrolment decision (refusal or conditions)	☐ Course progress or participation decision
☐ Deferral or suspension of studies	☐ Cancellation of enrolment
☐ Misconduct or disciplinary decision	☐ Refund decision
☐ Complaint outcome	☐ Other
DATE YOU WERE TOLD OF THE DECISION	WHO MADE THE DECISION (NAME OR ROLE)
FOR ASSESSMENT APPEALS: UNIT CODE AND ASSESSMENT TASK	TRAINER AND ASSESSOR
IF OTHER, PLEASE DESCRIBE THE DECISION	



03 REASONS FOR YOUR APPEAL

WHY DO YOU BELIEVE THE DECISION IS INCORRECT OR UNFAIR? INCLUDE ANY EVIDENCE OR CIRCUMSTANCES NOT CONSIDERED

WHAT OUTCOME ARE YOU SEEKING?

IF YOU ARE LODGING MORE THAN 20 WORKING DAYS AFTER THE DECISION, PLEASE EXPLAIN WHY

SUPPORTING DOCUMENTS ATTACHED (TICK ALL THAT APPLY)

- | | | |
|---|--|--|
| ☐ Decision letter or email | ☐ Assessment and feedback | ☐ Medical or other evidence |
| ☐ Statements | ☐ Other | ☐ None |

WOULD YOU LIKE A MEETING TO DISCUSS YOUR APPEAL?

- ☐ Yes ☐ No

SUPPORT PERSON ATTENDING (NAME, IF ANY)

04 DECLARATION

I declare that the information in this appeal and the attached documents is true and correct. I agree that IOIS may use it, and speak with the people involved, to review my appeal.

STUDENT NAME	SIGNATURE	DATE

Privacy notice. IOIS uses the information on this form only to review your appeal and improve its services. It is shared only with the people who need it to review the appeal, recorded in the Appeals Register, stored securely, and handled under the IOIS Privacy Policy and the Privacy Act 1988 (Cth).



OFFICE USE ONLY			
DATE RECEIVED	ACKNOWLEDGED (WITHIN 3 DAYS)	REVIEW STARTED (WITHIN 5 DAYS)	APPEALS REGISTER REF.
REVIEWED BY ☐ RTO Manager ☐ Independent assessor (assessment appeals) ☐ CEO or independent person (the RTO Manager made or was involved in the decision)			
REVIEWER NAME		NOT INVOLVED IN THE ORIGINAL DECISION? ☐ Confirmed	
OUTCOME ☐ Upheld ☐ Partly upheld ☐ Not upheld			
REASONS FOR THE DECISION AND ANY ACTIONS IOIS WILL TAKE			
ACTION			DONE
Written outcome sent with reasons and external options (within 20 working days)			☐ Yes ☐ No
If more than 20 working days: student told why and kept updated			☐ Yes ☐ No
Upheld outcome implemented and student advised in writing			☐ Yes ☐ No
Recorded in the Appeals Register			☐ Yes ☐ No
Any systemic issue recorded in the Continuous Improvement Register			☐ Yes ☐ No
DATE OUTCOME SENT	REVIEWER SIGNATURE		DATE