UC College English Language Centre

GRIEVANCE PROCEDURES

Helping You to Solve Your Problems
If you are worried about, or not happy with, any aspects of your ELICOS course, or handling of fees, attendance or progress matters while you are in the UC College English Language Centre (ELC), we would like to know about the problem so that we can help solve it.

We suggest the following steps:

1. **Speak to your main class teacher** if the problem concerns your studies. As a first step, students are strongly encouraged to try to resolve any grievances with their class teacher.

2. **Speak to the Student Services Manager**, Vicki Kilby, if the problem is related to your accommodation (including homestay), fees, attendance, health or any other matter outside your English learning. Please contact the staff at UC College Reception, Building 5, level B, Tel 6201 2982.

3. If you wish to take matters related to your learning, progress and attendance further, please make an appointment through the UC College Reception staff to see the Director of Studies.

4. **Appeal against final results**: If you feel that you have not been assessed fairly due to a breach of the ELC policies or procedures, you may lodge an Appeal, noting the grounds upon which you are appealing. You should lodge an Appeal as soon as possible after receiving your results. Please visit the UC College Reception Desk in Building 5 and fill in the Appeals Request Form. You should submit this via the email address: uccelc@canberra.edu.au, or deliver it in person to the UC College Reception Desk. Our staff will assist you to organise an appointment with the Ellie Thompson, Academic Manager at the University of Canberra College (UCC). Afterwards you will be given a written statement by email on the outcome of your appeal. 
   **Note:** Your appeal will not be upheld if you are challenging the marks you have received for your assessment.

5. **Appeal against Intention to Report notification**: If you have been issued with a letter of “Intention to Report” because of unsatisfactory attendance or progress, you have 20 days in which to lodge an appeal. The ELC is required to maintain your enrolment in the ELICOS Program during the appeals process. You should attend scheduled classes in the meantime.
6. You are advised to make an appointment to talk to one of the University’s International Student Advisers (ISA), to discuss grievances concerning fees, attendance or progress matters. The ISAs can be contacted in the International Student Support Service, which is located in Student Central in Building 1. <http://www.canberra.edu.au/seasu/intl-student-support>

7. If you wish to take an appeal further, you should write to the College Director and Principal of the University of Canberra College (UCC). The Reception Desk for UC College is on level B in Building 5 (Tel: 6201 2915/ 6201 2961/ 6201 2923). In your letter you should explain the reasons why you wish to continue your Appeal.

8. If you would like further assistance with appealing on matters such as academic progress, course assessment, fees or attendance, you may seek the help of the Student Equity and Access Office in Student Central, Building 1, or contact the office on 6201 2333 or via <studentequity@canberra.edu.au>. You may also wish to contact the University of Canberra Students’ Association on 6201 2000 or via <advocacy@theucsa.org.au> as they are able to provide advice and support to students with the appeals process.

9. If your appeal to the Director of the University of Canberra College is unsuccessful, you may lodge a written appeal with the Secretary, Student Appeals Committee, University of Canberra. This letter can be mailed or can be delivered by hand to Student Central, Building 1, where it will be forwarded to the Secretary. The process will commence within 25 working days of the lodgement of the appeal. Please consult the following website for assistance. <http://www.canberra.edu.au/seasu/intl-student-support>

10. **External Review**: A student may approach the ACT Ombudsman for a review of a decision of the University Student Appeals Committee. More information about lodging a complaint is available at <http://www.ombudsman.act.gov.au>

**Note:**
1. Your enrolment will be continued and you must attend classes while an appeal procedure is taking place.

2. You may ask a friend or family member to accompany you to help explain your problem.

3. The appeals procedures outlined in this document and carried out within the University of Canberra will be provided without cost to you.

4. For further details on the University’s Student Grievance Policy, please visit the website: https://guard.canberra.edu.au/policy/policy.php?pol_id=3014

5. Use of these Student Grievance Procedures does not prevent you from exercising your rights to other legal remedies or remove the right to take further action under Australia’s consumer protection laws.
Support Services:

Depending on the nature of the grievance, a range of free support services are available to help or advise students during the grievance resolution process:

- University of Canberra Health and Counselling Service
- University of Canberra Students Association (UCSA)
- University of Canberra International Student Support Service
- University of Canberra Student Equity and Access Office

Please contact UC College staff at Reception, Building 5, Level B, for assistance in contacting these services.

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