**Appendix 2: Standard Timelines for the Student Grievance Resolution Process**

\*If there is an intention to report an international student for unsatisfactory attendance (in the case of ELICOS students) or unsatisfactory course progress, the student has 20 working days to access the University’s formal internal complaints and appeals process (as per the requirements of the Education Services for Overseas Students Act). The University will not cancel an international student’s enrolment whilst the appeals process is ongoing.

\*\* International students who have been notified of the University’s intention to terminate their enrolment have 20 days to access an external appeal process before the University may be required to report the student to the relevant government authority. An international student may access and receive the outcome of only one external appeal process before the University may report the student to the relevant government authority if the external appeal does not find in the student’s favour.

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| **Authority Source:** | Council |
| **Approval Date:** |  |
| **Publication Date:** |  |
| **Review Date:** |  |
| **Effective Date:** |  |
| **Custodian (Owner):** | Director, Student Life |
| **Contact:** | directorofstudentlife@canberra.edu.au |
| **Accessibility:** | Public |
| **Notes to Admin:** |  |