

Not Happy with a Decision?

You have the right to appeal decisions, whether it's academic or non-academic.

STEP-1 You can Request a Formal Appeal (Internal Appeal)



1. Receive a Decision

You must have a written outcome from a formal complaint or other VIT decision.



2. Check if you have valid Grounds

You can appeal if:

- The process wasn't fair or wasn't followed correctly
- You have new, significant evidence
- The decision was based on incorrect information
- The outcome was clearly unreasonable or inappropriate

Final grade or RPL outcome?

Review of Grade / Review of RPL required before appeal.

You can't appeal only because you disagree with academic judgment.



3. Act Within 20 Working Days

Submit your appeal within 20 working days of receiving the decision.



Still not Satisfied with the Decision? You can Request an External Review



1. Your Right to External Review

If you disagree with the internal outcome, you can request an independent review.

2. What External Review Covers

- Checks whether VIT handled your case fairly
- Does not re-mark assessments or replace academic judgment (unless a procedural error occurred)



Timeframes

- Submit your external review request and notify VIT within 10 working days of receiving the internal appeal outcome.
- International students remain enrolled during the external review.

HELP

Need Help?

Support is available through:

- Student Services
- Welfare Counsellors
- A support person in meetings or hearings

We are here to help you through each step.

You can contact the NSO for external appeal:
🌐 nso.gov.au 📞 1300 395 775



STEP-2 How to Lodge your Appeal?



1. Complete the Appeal Form

Submit the Student Complaint and Appeal Form (QR code) within 20 working days of receiving the decision.



2. Explain Your Appeal

Include:

- The decision you are appealing
- Why you are appealing (grounds)
- Any supporting documents or evidence



3. Get Confirmation

VIT will acknowledge your appeal within 5 working days.



What Happens Next?

Your appeal outcome may be:

- Appeal dismissed (original decision stands)
- Appeal upheld (decision overturned)
- Appeal partially upheld (decision modified)

You will usually receive the outcome of the internal appeal within 20 working days of lodgement.

