

# 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.

## 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.



## 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.



### 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](http://nso.gov.au) 1300 395 775

