

## ISP Appeals Form

This form should be completed by international students, parents, legal guardians, homestay providers or education agents to appeal a formal decision about the Department of Education's (DE or the department) International Student Program (ISP).

### Notes about this form

- The [ISP Complaints and Appeals Procedure](#) provides an overview of the steps that international students, parents, legal guardians, homestay providers or education agents can take to deal with complaints and appeals relating to the ISP.
- This form should be read in conjunction with the [ISP Complaints and Appeals Policy](#).
- This form should be used to appeal a formal decision, such as:
  - the outcome of a formal complaint
  - a decision to issue a Notice of Intention (NOI) to Expel and Report for Non-Payment of Fees
  - a decision to issue a Notice of Intention to Report and Defer, Suspend or Cancel an international student's enrolment due to misbehaviour
  - a decision to issue a Notice of Intention to Report and Defer, Suspend or Cancel an international student's enrolment due to unsatisfactory course progress or attendance
  - a decision to issue a Notice of Intention to Report and Cancel a student's enrolment due to not holding a valid visa
  - a decision to deny a request for deferral
  - a decision to deny a request for a school transfer
  - a decision relating to a refund request
  - a decision relating to a waiver of fees due to an administrative error made by a school or the department
  - a decision to deny an exemption from payment of ISP tuition fees based on extreme financial hardship
  - a decision to terminate a homestay provider.
- The complainant should complete the form in English and provide all necessary information requested. The completed and signed form, and any relevant supporting documentation, should be submitted to the department's International Education Division (IED) at: [isp.quality@education.vic.gov.au](mailto:isp.quality@education.vic.gov.au).

### Appellant to complete this section

#### Appellant Details

1	Appellant first name	<input type="text"/>
2	Appellant last name	<input type="text"/>
3	Relationship to student/s	<input type="text"/>
4	Residential address	<input type="text"/>

**International Education Division**  
Department of Education

200 Victoria Parade Tel: +61 3 7022 1000  
East Melbourne Victoria Email: [international@education.vic.gov.au](mailto:international@education.vic.gov.au)  
Australia 3002

[www.study.vic.gov.au](http://www.study.vic.gov.au)

5 Telephone number/s

6 Email/s

### Student Details

Please provide the student/s details below (if applicable).

7	Student 1 – ID <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Student 1 - Full name <input type="text"/>	Year level <input type="text"/>
8	Date of birth <input type="text"/>	School <input type="text"/>	
9	Student 2 – ID <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Student 2 - Full name <input type="text"/>	Year level <input type="text"/>
10	Date of birth <input type="text"/>	School <input type="text"/>	
11	Student 3 – ID <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Student 3 - Full name <input type="text"/>	Year level <input type="text"/>
12	Date of birth <input type="text"/>	School <input type="text"/>	

### Additional Support

Please advise us if you require a translator to assist with any phone calls that may take place.

13  Yes  No

14 Language

15 Dialect

### Appeal Details

Please explain why you believe that the department has made an error in the original complaint outcome or a formal decision in the space provided below. Attach extra pages, if required. Please also ensure that you attach copies of any relevant supporting documents.

## Appeal Outcome

Please outline what outcome you are seeking below. Attach extra pages, if required. Note: Stating your desired outcome here does not guarantee that it will be granted, even if your appeal is successful.

## Appellant's signature

Signature:

Date:

## Document maintenance

Strategy and Quality Assurance Unit  
International Education Division  
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Phone: + 61 3 7022 1000