Macquarie University College Progression Appeals Procedure – ELICOS Students

ELICOS Student receives a Notice of Intention to Report for Unsatisfactory Progress

20 Working Days to Submit Appeal

Did the Student Submit an Appeal?

YES

Appeal is compiled by the Governance Team

NO

The student is reported to the Department of Home Affairs for Unsatisfactory Progress, and their CoE is cancelled.

Appeal is considered by the Education Manager

NO

Did the student request a Director Review?

YES

The student is informed of this outcome, and that they may request a review of the decision by The Director

NO

Appeal is reviewed by The Director

Was the Director Review successful?

YES

Student continues in their course and their progress continues to be monitored

NO

Student receives appeal outcome and is informed of their right to submit a complaint to NSW Ombudsman

Was the appeal Successful?

YES

Was the Director Review successful?

NO

Did the Ombudsman recommend overturning the decision of The College?

YES

Student will NOT be reported to Department of Home Affairs or have their CoE cancelled until after the conclusion of the Ombudsman’s investigation

NO

Did the Student Submit an Appeal?

NO

20 Working Days Pass

Did student submit a complaint to the Ombudsman, or inform MQ of their intention to do so?

YES

Did the Ombudsman recommend overturning the decision of The College?

NO

Student continues in their course and their progress continues to be monitored

NO

Student receives appeal outcome and is informed of their right to submit a complaint to NSW Ombudsman

Was the appeal Successful?

NO

Appeal is reviewed by The Director

Was the Director Review successful?

NO

Did the Ombudsman recommend overturning the decision of The College?

NO

Student continues in their course and their progress continues to be monitored

YES

Student is informed of this outcome, and that they may request a review of the decision by The Director

Did the student request a Director Review?

NO

Appeal is compiled by the Governance Team

NO

The student is reported to the Department of Home Affairs for Unsatisfactory Progress, and their CoE is cancelled.

Appeal is considered by the Education Manager