

# STUDENT REPORTING

**Policy number: 14.22**

**Authorised by: Director, Trison Business College**

**Introduction date: 1/7/98**

**Last revision date: 15/3/10**

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## Policy Statement

This policy and procedure is designed to provide a process for reporting students to DEEWR/DIAC.

The Director is responsible for the implementation of this policy.

## Policy Guidelines

1. Trison Business College will report a student for unsatisfactory course progress only when the student cannot be contacted for a period in excess of two weeks, or where:
  - the student has been identified as not making satisfactory course progress;
  - an intervention strategy was implemented;
  - and the student has not made a successful appeal against this assessment.
  
2. Trison Business College will inform the student of its intention for reporting unsatisfactory course progress through a written notice and notify the student that he or she has 20 working days to access Trison Business College's internal complaints, grievances and appeals process. A student may appeal on the following grounds:
  - Trison Business College's failure to record or calculate student results accurately
  - There are compassionate or compelling reasons which have contributed to student unsatisfactory progress
  - Trison Business College has not implemented its intervention strategy in accordance with its documented policies and procedures
  - Trison Business College has not implemented other policies which may impact upon the result
  - Trison Business College has not made relevant policies available to students

Where an appeal is made on compassionate or compelling grounds Trison Business College will seek documentary evidence to support the claim.

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3. If students are not satisfied with the result of the internal appeal, they are to be advised that they may be able to avail the services of an independent counsellor(s) for external appeals process, for example:

*The Office of the Training Advocate*

Ground Floor  
55 Currie Street  
Adelaide SA 5000  
Telephone: 1800 006 488  
Web:  
[www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au)

*CentaCare Catholic Family Services*

33 Wakefield Street  
Adelaide SA 5000  
Telephone: 8210 8200

*Uniting Care Wesley Adelaide*

10 Pitt Street  
Adelaide SA 5000  
Telephone: 8202 5160

4. Some overseas countries have a peak representative organisation in Adelaide and these organisations may also be able to provide assistance to the student. The Council for International Trade and Commerce SA Inc (Ph: +61 8 8373 5599) can assist in locating a specific country's representative organisation.
5. If students are not satisfied with the College's appeals process, they are encouraged to provide a written complaint to:

The Office of the Training Advocate  
Ground Floor  
55 Currie Street  
Adelaide SA 5000  
Telephone: 1800 006 488  
Web: [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au)

or contact DEEWR through the ESOS mailbox [esosmailbox@deewr.gov.au](mailto:esosmailbox@deewr.gov.au) or through the ESOS helpline (02) 6240 5069.

6. Upon expiration of 20 days if the student has chosen not to pursue the grievance, complaints and/or appeals processes, or if at the conclusion of this process unsatisfactory performance has been confirmed, the student will be suspended from the course and their enrolment will be cancelled. The Department of Immigration and Citizenship will be advised within 5 working days that the student has not achieved satisfactory course progress via PRISMS.
7. When a student is reported for unsatisfactory course progress, the automatic visa cancellation process begins. The student must present to a DIAC office within 28 days or the student's visa will be automatically cancelled at the end of the 28 days. DIAC will only consider a small number of critical incidents as reasons for not proceeding with cancellation of the student visa.

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8. DIAC will reply on Trison Business College's report of unsatisfactory course progress, as the report can not be made until the College has completed the complaints and appeals process. If a student is dissatisfied with the provision of a complaints and appeals process, the student may lodge a complaint with the Department of Education, Employment and Workplace Relations (DEEWR).