

Course Progress Intervention and Non-Progression Policy

1. Purpose

This policy outlines Greystone College's approach to monitoring course progress, identifying students at risk, and managing international students' course progress to ensure compliance with relevant legislation and regulatory requirements.

This policy ensures that students are supported to achieve satisfactory progress and are treated fairly in cases of unsatisfactory progress.

2. Scope

This policy applies to:

- All international students enrolled in CRICOS-registered courses under a student visa (subclass 500) at Greystone College.
- Nationally across all Greystone College campuses and all staff involved in progression monitoring, course progress intervention, appeals, and reporting activities.

3. Definitions

Assessment Outcome: The result of an assessment for a unit of competency indicating whether the student has met the required assessment criteria.

Competent (C): The student has successfully demonstrated the required skills and knowledge for a unit of competency in accordance with the assessment requirements.

Not Yet Competent (NYC): The student has not yet met the assessment requirements for a unit of competency. This may occur where assessment tasks are incomplete, not submitted, or require further evidence or revision before competency can be confirmed.

Consecutive NYC Results: Two sequential units within a study period where a student receives a NYC grade.

Satisfactory Course Progress: A student is considered to have satisfactory course progress when they achieve competency in more than 50% of the units attempted in a study period, as applied in accordance with the monitoring and assessment process outlined in Section 6 of this policy.

Unsatisfactory Course Progress: A student is considered to have unsatisfactory course progress when they are not yet competent in 50% or more of the units attempted in a study period, or when they fail to make progress in accordance with an implemented Intervention Strategy as outlined in Section 6 of this policy.

Study Period: A defined period of study, usually a term or semester, during which a student undertakes a set of units of competency. For the purpose of monitoring course progress in this policy, a study period is twelve (12) weeks.

At-Risk Student: A student identified as being at risk of not meeting satisfactory course progress requirements based on assessment outcomes, including NYC results or missed/incomplete assessments.

Friendly Reminder: An early notification issued to a student when monitoring identifies NYC unit outcomes within a study period. The Friendly Reminder informs the students that they are at risk of unsatisfactory course progress and encourages them to submit outstanding assessments or seek academic support.

Academic Support Plan (ASP): A documented support plan developed for students identified as at risk of not meeting satisfactory course progress, including those who demonstrate unsatisfactory course progress at the end of a study period. The plan outlines agreed support measures, actions required from the student, and strategies to assist the student in achieving satisfactory course progress.

Intervention Strategy: The process implemented by Greystone College to support students identified as being at risk of not meeting course progress requirements. The strategy may include the development of an Academic Support Plan (ASP) and other support measures.

Compassionate or Compelling Circumstances: Circumstances beyond the student's control that may have a significant impact on the student's course progress, such as serious illness, bereavement, or major personal hardship. Supporting documentation is required.

Intention to Report (ITR): A formal written notification issued to a student advising that Greystone College intends to report them to the Department of Home Affairs for unsatisfactory course progress. The notification informs the students of their right to access the internal appeals process before reporting occurs.

Confirmation of Enrolment (COE): A formal document issued by Greystone College to an international student confirming their enrolment on a CRICOS-registered course. The COE is used to apply for or maintain a student visa and is managed through PRISMS. Changes to a student's enrolment status, including cancellations due to unsatisfactory course progress, are recorded in PRISMS and reflected in the COE.

PRISMS (Provider Registration and International Student Management System): The Australian Government online system used by education providers to manage international student information, including issuing and reporting on Confirmation of Enrolment (COE) and notifying the Department of Home Affairs of changes to a student's enrolment status.

4. Policy Statement

Greystone College is committed to supporting international students to achieve satisfactory course progress. Greystone College ensures that course progress is monitored consistently and that students are provided with appropriate support where required. Decisions relating to course progress are made fairly, consistently, and in accordance with applicable legislation and regulatory requirements.

Greystone College:

- Systematically monitors international students' course progress throughout each study period and at the end of each study period

- Implements intervention strategies for students identified as being at risk of not meeting satisfactory course progress requirements
- May report to the Department of Home Affairs via PRISMS where unsatisfactory course progress occurs in two consecutive study periods, and after the student has been provided with appropriate intervention and access to the internal appeals process

5. Roles and Responsibilities

GC Admin Team is responsible for:

- Generating and maintaining lists of students identified as at risk of not meeting course progress requirements, based on data from student management systems
- Coordinating the issuance of Friendly Reminders (FR), Academic Support Plans (ASP), and Intention to Report (ITR) notifications in accordance with this policy
- Maintaining records of all communications and actions in student files and internal systems
- Recording relevant notes and actions in Odyssey
- Supporting the coordination of Academic Support Plan meetings where required

Student Advisors and VET Student Support Team are responsible for:

- Providing welfare, wellbeing, and DLLN support to students
- Supporting students experiencing personal, enrolment-related, or external challenges impacting course progress
- Reviewing and managing enrolment matters such as suspension or cancellation of enrolment, where applicable
- Referring students to internal or external support services as required

Director of Training is responsible for:

- Overseeing the implementation of this policy

Trainers and Assessors are responsible for:

- Monitoring student performance, assessment completion and engagement throughout the study period
- Identifying students at risk and providing timely feedback on assessments
- Referring students to appropriate academic or support services where required
- Providing support to Academic Success Coordinators and Head Trainers by conducting on-campus Academic Support Plan (ASP) meetings, as required

Academic Success Coordinators / Head Trainers are responsible for:

- Providing academic guidance and support to students identified as at risk
- Conducting Academic Support Plan (ASP) meetings where required and developing appropriate support strategies
- Monitoring student engagement and progress during the intervention period

- Liaising with Student Advisors and/or other teams where additional support is required

Academic Success Coordinators are responsible for:

- Contacting students following the issuance of an ASP by phone (preferred method), or alternatively via Teams message, SMS, or email, to check in, offer support, and answer any questions they may have
- Closing the ASP cycle by checking students' course progress outcomes and updating the *Academic Support Plan Follow-Up Register*

National Academic Success Manager is responsible for:

- Supporting the National Director in the assessment of appeals
- Ensuring consistency and fairness in appeal outcomes

National Director, GC is responsible for:

- Reviewing and determining outcomes of student appeals

Quality Assurance Team is responsible for:

- Ensuring that reporting via PRISMS is undertaken in accordance with regulatory obligations
- Supporting continuous improvement of course progress monitoring processes

All teams must ensure:

- All student communications are documented
- All records are maintained in the student file
- Information recorded in internal systems is accurate and up to date
- Actions taken are consistent with this policy and related procedures

6. Monitoring Course Progress

Greystone College monitors the course progress of all international students to ensure they are supported to achieve satisfactory progress and to identify any students at risk of not meeting course progress requirements. Monitoring occurs continuously within each study period and formally at the end of each study period.

The identification of students at risk of not meeting course progress requirements is informed by data recorded in Greystone College's student management systems. Based on this data, lists of students identified at risk are generated to support the timely coordination of FR, ASP, and ITR notifications.

All course progress decisions, including the implementation of intervention strategies and reporting notifications, are made following the finalisation and verification of assessment results for the relevant study period.

6.1. Monitoring Within a Study Period (*Friendly Reminder*)

Student progress is monitored throughout each study period through assessment outcomes and submission of assessment tasks.

- Students who fail to submit required assessment tasks or do not meet assessment requirements will receive a NYC outcome
- Where a student receives one (1) NYC unit result within a study period, they will be issued a *Friendly Reminder*, which:
 - notifies the student that they are at risk of not meeting satisfactory course progress
 - encourages submission of outstanding assessments
 - promotes engagement with academic support services
- The FR is an early intervention warning and support measure only and does not constitute formal intervention, a determination of unsatisfactory course progress, or reporting action

6.2. End of Study Period Assessment – Course Progress Determination

At the end of each study period, student progress is formally assessed.

- A student is considered to have:
 - Satisfactory Course Progress if they successfully achieve competency in more 50% of the units attempted in the study period; or
 - Unsatisfactory Course Progress if they are not yet competent in 50% or more of the units attempted in the study period

For clarity, this is applied as follows:

- If there are two (2) units in the study period:
 - One (1) or more NYC = unsatisfactory course progress
- If there are three (3) units in the study period:
 - Two (2) or more NYC = unsatisfactory course progress

6.3. Intervention Strategy (Academic Support Plan – ASP)

Where a student is assessed as having unsatisfactory course progress at the end of a study period, this constitutes the formal trigger for intervention.

The Academic Support Plan (ASP) will normally be issued and implemented at the start of the following study period, typically within the first few weeks (e.g. around Week 3 of the first unit), once results for the previous study period have been finalised.

This timing ensures that students are provided with structured support early in the subsequent study period.

- In these circumstances, Greystone College will implement an Intervention Strategy in the form of an Academic Support Plan (ASP) (see Point 8 – Intervention Strategy).

- The ASP is a structured support plan designed to assist the student in achieving satisfactory course progress in the subsequent study period
- The ASP will outline:
 - identified areas of concern
 - agreed actions and timelines
 - support measures to be provided
- Students are required to:
 - engage with the Intervention Strategy
 - participate in agreed support activities
 - comply with the requirements of the ASP
- Student progress under the ASP will be monitored throughout the following study period

6.4. Consecutive Study Period Monitoring (Reporting Threshold)

Greystone College monitors course progress across consecutive study periods to determine whether reporting obligations apply.

- Where a student is assessed as having unsatisfactory course progress in one study period, and an ASP has been implemented, the student will continue to be monitored in the subsequent study period
- Where a student continues to demonstrate unsatisfactory course progress in two (2) consecutive study periods, Greystone College will:
 - Issue an Intention to Report notification at the end of the second study period (or as soon as results are finalised). The Intention to Report (ITR) will normally be issued at the start of the following study period, typically within the first few weeks (e.g. around Week 3 of the first unit), once results have been confirmed.
 - Provide the student with 20 working days to access the internal Complaints and Appeals Process before any reporting is submitted via PRISMS
- If the student does not access the appeals process, or the outcome of the appeals supports Greystone College's decision, the student will be reported via PRISMS for unsatisfactory course progress in accordance with the National Code.

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6.5. Course Progress Monitoring and Intervention Timeline

Stage	Trigger	Action	Timing
Friendly Reminder (FR)	At least one (1) NYC result within a study period	FR issued to encourage engagement and progress	During the study period
Academic Support Plan (ASP)	Unsatisfactory course progress at the end of a study period ($\geq 50\%$ NYC)	ASP implemented as a formal intervention strategy	Start of the following study period (typically around Week 3 of the first unit)
Intention to Report (ITR)	Unsatisfactory course progress in two (2) consecutive study periods	ITR issued and students provided with access to appeals process	Start of the following study period after the second unsatisfactory study period (typically around Week 3 of the first unit)

7. Welfare, Wellbeing, and DLLN Support

Greystone College recognises that student welfare, wellbeing, and DLLN needs may significantly impact course progress and engagement.

Students identified as at risk may be referred to internal and external support services, including Student Advisors, the VET Student Support Team, DLLN support services, and external wellbeing or counselling providers.

Wellbeing concerns may include, but are not limited to, mental health, financial hardship, accommodation issues, family circumstances, work commitments, or other personal factors affecting study.

Where relevant, Academic Success Coordinators and Student Advisors may collaboratively monitor, and support students identified as at risk.

8. Intervention Strategy

Students identified as at risk of not meeting satisfactory course progress as per Monitoring Course Progress section (Point 6) will be provided with an Intervention Strategy.

Purpose: To provide additional support and resources to help the student achieve satisfactory course progress.

Components of the Intervention Strategy may include:

- Development of an Academic Support Plan (ASP) tailored to the students' needs
- Academic counselling sessions with a Trainer, Academic Success Coordinator, or Head Trainer
- Additional tutorials or classes

- Extensions for assessment submission
- Digital, Language, Literacy, and Numeracy (DLLN) support
- Referral to counselling or welfare services where appropriate

Student Responsibilities:

- Students must engage with the Intervention Strategy and comply with all recommended actions
- Students are required to complete the ASP and email it to the VETStudentSupportAustralia@greystonecollege.com.au.

Follow-up:

- The students' progress will normally be reviewed after four (4) weeks from the implementation of the Academic Support Plan (ASP) to determine whether satisfactory progress has been achieved.
- Only if the student continues not to progress according to the plan after this period will an Intention to Report (ITR) be issued (see Point 9, Unsatisfactory Course Progress and Intention to Report).

9. Unsatisfactory Course Progress and Intention to Report

If a student continues to demonstrate unsatisfactory progress after the implementation of an Academic Support Plan, Greystone College will initiate the reporting process.

Where unsatisfactory progress is identified across two consecutive study periods, Greystone College will:

- Issue an Intention to Report letter notification to the student advising that Greystone College intends to report them to the Department of Home Affairs via PRISMS for unsatisfactory course progress.
- The notification will outline:
 - the reasons for the decision
 - the student's right to access the internal appeals process
 - the timeframe available to lodge an appeal
- The student will be provided 20 working days from the date of the notification to access the internal appeals process.
Students may continue to submit outstanding assessments after receiving an Intention to Report notification. However, the submission of assessments alone does not automatically cancel the Intention to Report process. If the student chooses to lodge an appeal, they must provide supporting evidence that compassionate or compelling circumstances impacted their course progress.
- Where applicable, the student's agent will also be notified.
- If the student:
 - does not access the internal appeals process within the required timeframe, or
 - the internal appeal is unsuccessful,

Greystone College will proceed to report the students via PRISMS for unsatisfactory course progress in accordance with National Code Standard 8.

Following reporting via PRISMS, the student and their agent will be formally notified of the outcome and any changes to their enrolment status.

10. Internal Appeals Process

Students have the right to appeal the decision to report them for unsatisfactory course progress.

Appeals must be submitted in writing and may be based on one or more of the following grounds:

- Compassionate or compelling circumstances that affected the student's course progress
- Evidence of incorrect calculation of results or administrative error
- Evidence that the intervention process outlined in this policy was not properly implemented
- If evidence is not provided or further evidence is required, the student will be given 3 working days to submit further documentation

During the internal appeal process:

- The student will remain enrolled and is expected to continue attending scheduled classes.
- The student will be invited to attend a meeting to discuss their appeal

The appeal will be reviewed by the National Director and the National Academic Success Manager.

Students will be advised that:

- They may bring a support person to the meeting
- The support person may provide support but must not actively participate in the discussion

Following review of the appeal and supporting evidence, Greystone College will provide the student with a written outcome of the appeal within 10 working days of the meeting.

- **Appeal successful:** the student will continue their studies under an agreed academic support arrangement, and their enrolment will remain active. Any further monitoring of course progress will occur in accordance with this policy.
- **Appeal unsuccessful:** Greystone College will proceed with reporting the student via PRISMS for unsatisfactory course progress. Following reporting, the students' current COE will be cancelled, and any confirmed future enrolments with Greystone College will also be cancelled.

11. Record Keeping

- All intervention, counselling, and appeal documents will be maintained in the student's file.
- Records are retained for a minimum of two (2) years after the student ceases to be an accepted student.

12. Related Legislation and Standards

- Standards for RTOs 2025
- National Code 2018
- ESOS Act 2000
- ESOS Regulations 2019
- Migration Regulations 1994 – Student Visa Condition 8202

13. Policy Review

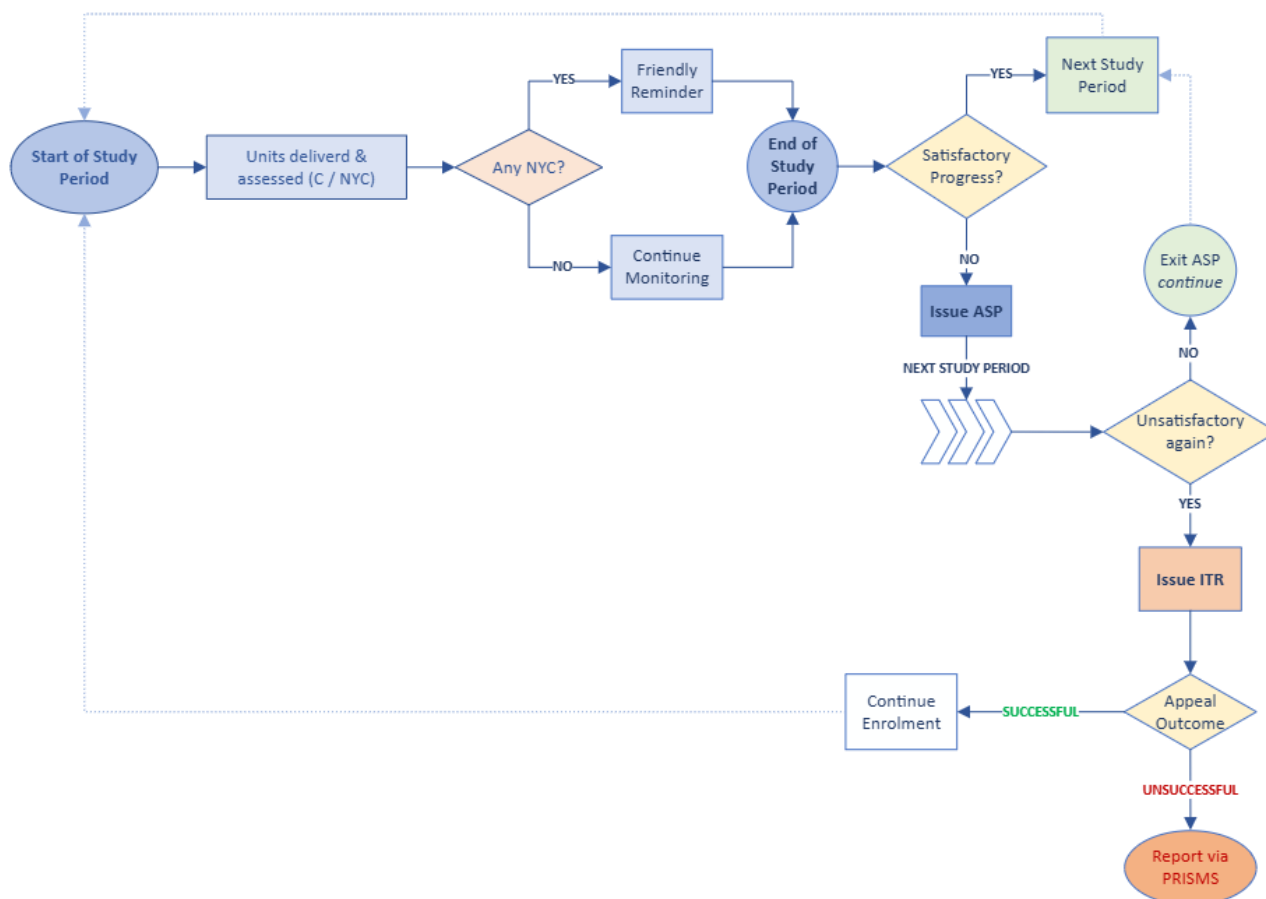
This policy will be reviewed at least every year, or earlier if required, to ensure alignment with changes in legislation, regulatory standards, compliance requirements, or organisational operations. Earlier reviews may be undertaken in response to audits, incidents, or identified opportunities for improvement.

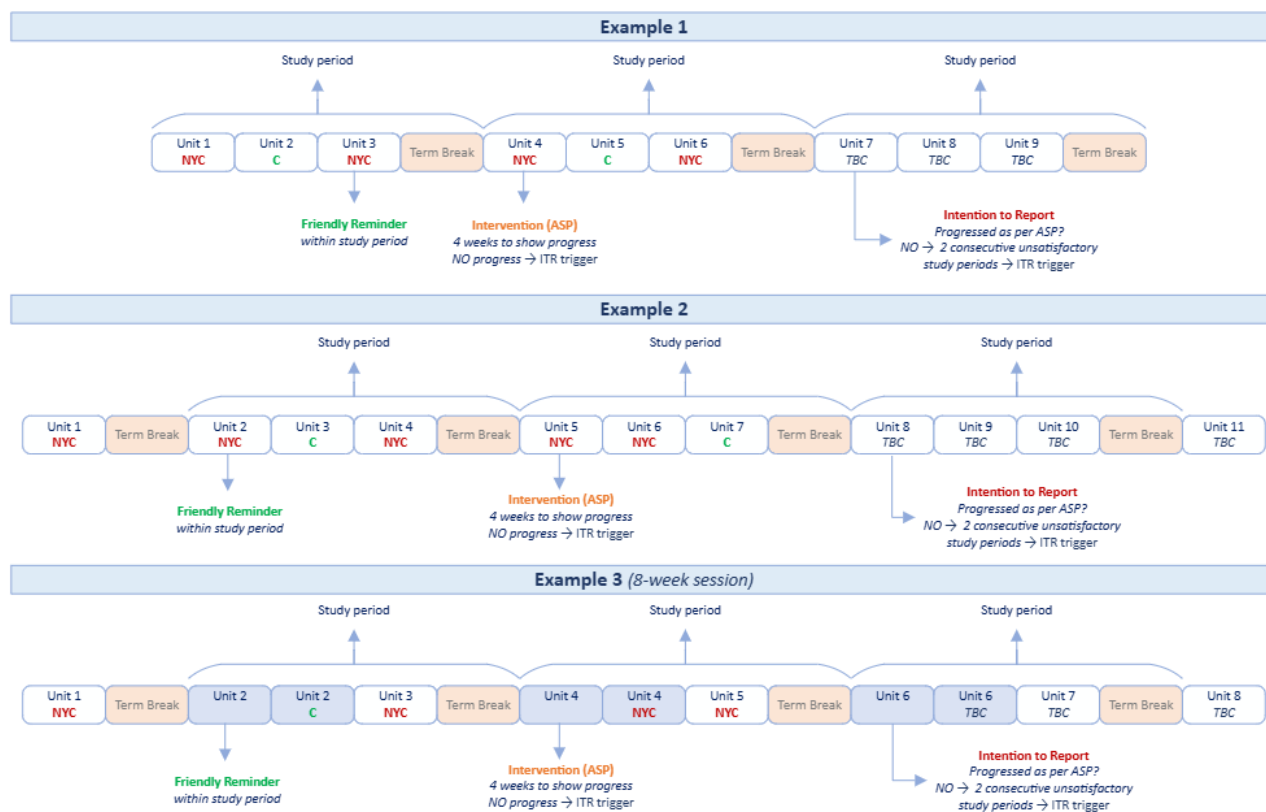
13.1. Details

Policy Title		Academic Intervention and Non-Progression Policy		
Approved by		Vice President Australian Operations / Director of Quality Assurance		
Next Review Date		July 2027		
Version	Date	Effective Date	Comment/Note	Author/Reviewed by
9.0	07-Jul-2025	07-Jul-2025	Updated to reflect Standards for RTOs 2025 requirements, simplified wording for clarity, and restructured document template (formatting changes).	Quality Assurance Manager, National Assistant Director of Training-GC, National VET Admin Manager
10.0	06-May-2026	13-Jul-2026	Reviewed and updated the policy structure to align with Standards for RTOs 2025, National Code and Overseas Students Ombudsman expectations. The Policy title was updated to reflect current regulatory terminology. Appendices were added to support implementation, including process flowcharts and standardized notification templates.	Director of Quality Assurance, National Director Greystone College, in liaison with National Director of Training, National Academic Success Manager, National Administration Manager Greystone College

Appendix 1 – Course Progress Monitoring and Intervention Process

These flowcharts provide a visual overview of the course progress monitoring and intervention process described in this policy.





Appendix 2 – Friendly Reminder Template

Subject: [ID Number] Friendly Reminder

Dear [Student Name] [ID number],

Our records as of dd-mmm-yyyy show that you have received a *Not Yet Competent (NYC)* outcome for one unit in your course [Course Code] [Course Name].

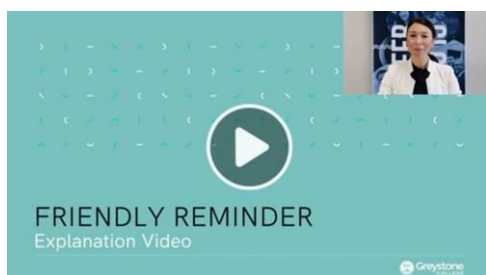
This email is a Friendly Reminder that you must progress in your course. We want to remind you that support is available to help you get back on track with your studies.

Your most recent access to Moodle was on [Last Moodle access].

✓ What to do next:

1. Watch the short explanation video

This video explains why you received this email and what steps you can take to progress in your course.



2. Login to Moodle and check your progress

- Use this guide: [How to check your grades in Moodle](#)
- Review your **Grades Overview** and note any of the following:
 - *Not submitted* – submit your assessment (your trainer can help)
 - *Not satisfactory* – review trainer feedback, update your work, and resubmit
 - *Role play or presentation not satisfactory* – prepare and attend the On-Campus Support classes
 - *Online quizzes not completed* – complete all required quizzes

3. Access support – if you need help, you:

- Must speak with your trainer during On-Campus Support classes
- Can contact the Student Success Team for guidance

4. Keep progressing

- Attend scheduled classes and support sessions
- Submit or resubmit assessments as required and without delay

Greystone College trainers and staff are here to support you in achieving your study goals. If you have any questions or need assistance, please reach out

Kind regards,

GC Academic Team

Appendix 3 – Academic Support Plan– Warning Letter

Subject: [ID Number] Academic Support Plan – Warning Letter

Dear [Student Name] [ID number],

Following the completion of your most recent study period, you have been assessed as having unsatisfactory course progress in your course [Course Code and Name].

As a result, an Academic Support Plan (ASP) will now be implemented to support you in achieving satisfactory course progress in the next study period.

Academic Support Plan

- This is a formal support step under the *Course Progress Intervention and Non-Progression Policy*.
- This is not an Intention to Report, and your enrolment is not affected at this stage.
- We highly encourage you to engage with the support available to help improve your course progress.

Next step – what you need to do

- Continue to attend classes
- Check your Moodle grades regularly
- Engage with the support provided through On-Campus Support classes and your trainers
- Discuss your assessments and any questions with your Trainer or Head Trainer
- Submit or re-submit your assessments via Moodle without delays
- Review your Academic Support Plan and take advantage of the support available to you

Additional Support

If you are experiencing difficulties with your studies, or there are circumstances affecting your ability to make satisfactory course progress, you may choose to book a meeting with the Academic Team at your campus.

This meeting is optional and is available as an additional support opportunity.

During this meeting you may:

- Discuss your course progress
- Review your Academic Support Plan (ASP)
- Explore support options and strategies for success
- Discuss any academic, personal, or wellbeing concerns that may be affecting your studies

 The meeting usually takes approximately 20 minutes.

 Book here: [insert booking link]

If the link does not work, copy and paste it into your browser.

Please ensure you log in **using your student email**: [student GC email address]

i What happens next

- If your course progress becomes satisfactory, you automatically exit the ASP
- **If your course progress remains unsatisfactory in the next study period, further action may be taken in accordance with the *Course Progress Intervention and Non-Progression Policy*, including the issuing of an Intention to Report letter.**

If you need help, please contact your trainer or the Student Success Team
(VETStudentSupportAustralia@greystonecollege.com.au).

Kind regards,

GC Academic Team

Appendix 4 – Academic Support Plan

Student Name:	«First_Name» «Last_Name»		Student ID:	«Moodle_ID»
Course:	«Code» «Course»			
Start Date:	«Start»	End Date:	«End»	

Academic Status	Number of units in this course:	«Total_units_in_qualification»	Units you should have successfully completed:	«Total_units_Studied»
	Units deemed <u>Competent</u> :	«Total_Units_C»	Units <u>Not Yet Competent</u> / <u>Not Submitted</u> :	«Total_Units_NSNC»

Greystone College considers you at risk of not successfully completing your course. We have prepared this Support Plan to help you.

Please indicate which of the following factors may be affecting your progress (*select all that apply*)

** Please complete and email this Support Plan to

VETStudentSupportAustralia@greystonecollege.com.au **

Academic issues	☐ Course/Assessment ☐ Language difficulties ☐ Technology ☐ Timetable
Personal issues	☐ Domestic/personal/family problems ☐ Wellbeing ☐ Homesickness ☐ Health (illness or injury) ☐ Difficulty adapting to life in Australia ☐ Financial ☐ Work-related Greystone College offers various forms of support to help you manage life and study in Australia. Find information about Sonder and other support services in your Student Handbook on Moodle.
Other and/or comments	

What you should do:

- Continue attending your scheduled classes, including (Lecture, Workshops, and On-Campus Support classes)
- Engage with your Trainer and the support available to you.
- Take action to successfully complete the units listed below.
- Seek assistance early if you experience difficulties that may affect your studies
- Contact Student Support if you require additional support or advice:
 - Submit an e-Service request through the myGreystone app
 - Contact VET Student Services Team about general enquiries
(VETStudentSupportAustralia@greystonecollege.com.au)
- Keep your contact details (email, phone, and address) up to date.

The unit(s) listed below were graded “Not Yet Competent (NYC)” in your most recent study period and require your attention.

These units form part of your Academic Support Plan and should be prioritised to help you improve your course progress.

1 «Unit_1»

2 «Unit_2»

3 «Unit_3»

Due date:

«Followup_date»

The following unit(s) have also been assessed as “Not Yet Competent (NYC)” and should be reviewed after you have addressed the units listed above.

1 «Unit_1»

2 «Unit_2»

3 «Unit_3»

4 «Unit_4»

5 «Unit_5»

Important

The units listed in this Academic Support Plan may not include all outstanding units or assessment items in your course. Please check your Moodle grades regularly and speak with your Trainer if you have any questions about your academic progress or outstanding assessments.

For guidance on how to check your grades in Moodle, watch this video:

[How to check your grades in Moodle](#)

Appendix 5 – Intention to Report Notification

Subject: [ID Number] Intention to Report

Dear [Student Name] [ID number],

Following the assessment of your course progress, Greystone College has determined that you have not achieved satisfactory course progress in two (2) consecutive study periods in your course [Course Code and Name].

You were previously placed on an Academic Support Plan (ASP) to support your progress. Despite this intervention, your course progress has remained unsatisfactory.

Intention to Report

Under Section 20 of the Education Services for Overseas Students Act 2000 (ESOS Act), Greystone College intends to report you to the Department of Home Affairs via PRISMS for unsatisfactory course progress.

Your right to appeal

You have the right to appeal this decision.

If you believe there are valid reasons why you should not be reported, you may lodge an appeal **within 20 working days of receiving this notification**.

Grounds for appeal

Your appeal may be based on one or more of the following:

- Potential errors in recording or calculating your marks
- Compassionate or compelling circumstances that affected your course progress
- Instances where Greystone College has not followed its documented intervention strategies or policies, as made available to you

What you need to do

To submit an appeal:

- Complete the formal appeal using this link: [Greystone College Appeal Against Intention to Report](#)
- Submit your appeal **within 20 working days of receiving this notification** (by [date])
- Provide:
 - A written explanation of your circumstances
 - Supporting evidence (e.g. medical certificates, personal documentation)

 Note: To ensure timely assessment of your appeal, supporting evidence **MUST** be provided with your appeal

Important information

- You will remain enrolled during the appeal process

- You are expected to continue attending classes and completing assessments
- No report will be made to the Department of Home Affairs until the appeals process is completed

⚠ If no appeal is lodged

If you do not lodge an appeal within the required timeframe, or if your appeal is unsuccessful:

- Greystone College will proceed to report you via PRISMS
- Your enrolment will be affected in accordance with your visa conditions

If you require assistance or have questions, please contact your campus or the Student Success Team (VETStudentSupportAustralia@greystonecollege.com.au).

Kind regards,

GC Academic Team

Appendix 6 – Intention to Report Notification Reminder

Subject: [ID Number] Intention to Report Reminder

Dear [Student Name] [ID number],

On dd-mmm-yyyy, you were notified of Greystone College's Intention to Report you to the Department of Home Affairs for unsatisfactory course progress.

 This is a reminder that you have until dd-mmm-yyyy to submit an appeal against this decision.

✓ What you need to do:

If you wish to appeal, you must:

- Submit a formal written appeal within the required timeframe as outlined in previous communication
- Provide supporting evidence in accordance with the Complaints and Appeals Policy

Please refer to your previous communication and the Student Handbook for detailed information.

⚠ Important

- If you do not submit an appeal within the required timeframe, Greystone College will proceed to report you via PRISMS in accordance with legislative requirements
- No reporting action will be taken until the appeal period has ended

If you have any questions or require assistance, please contact your campus or the Student Success Team.

Kind regards,

GC Academic Team

Appendix 7 – Appeal Outcome

Appendix 7.1: Appeal Successful

Subject: [ID Number] [Student Name]_Outcome of Appeal: Successful

Dear [Student Name] [ID number],

On dd-mmm-yyyy, you were issued a notice of our Intention to Report you for unsatisfactory course progress.

Following a review of your appeal and supporting evidence, Greystone College has granted your appeal.

✓ Outcome

- You will not be reported to the Department of Home Affairs for unsatisfactory course progress
- Your enrolment will remain active

i What happens next

- You are expected to show commitment to your studies and continue attending classes
- Your course progress will continue to be monitored in accordance with Greystone College's policy
- Additional support may be provided where required

🤝 Ongoing support

You must:

- Keep monitoring your course progress
- Submit assessments on time
- Seek support when needed

If you require assistance, please contact your trainer or the Student Success Team.

Kind regards,

GC Academic Team

Appendix 7.2: Appeal Unsuccessful

Subject: [ID Number] [Student Name]_Outcome of Appeal: Unsuccessful

Dear [Student Name] [ID number],

On [dd-mmm-yyyy], you were issued a notice of Greystone College's Intention to Report (ITR) you for unsatisfactory course progress.

Following a review of your appeal and the supporting evidence provided, Greystone College has carefully considered your case and determined that your appeal is unsuccessful.

⚠ Outcome

- The decision to report you for unsatisfactory course progress has been upheld
- Greystone College will proceed to report you to the Department of Home Affairs via PRISMS

Reasons for decision

Your appeal has been assessed against the grounds outlined in the Complaints and Appeals Policy. Based on the information available:

[detail reasons here]

What happens next

- Your report will be submitted in accordance with legislative requirements
- You are advised to contact the Department of Home Affairs or a registered migration agent for further advice as this may affect your visa status

Note: If you believe that this process has not been followed correctly, you may contact the Overseas Student Ombudsman (www.ombudsman.gov.au).

- Your student records may be shared with the Ombudsman as part of any investigation.
- You must inform Greystone College of your Ombudsman submission reference number within 5 working days from the date of this email.
- The Ombudsman will only review whether Greystone College's policies and procedures were followed correctly.

If you have any questions or require assistance, please contact your campus or the Student Success Team.

Kind regards,

GC Academic Team