CET STUDENT HELP

1. If you have a question, issue, problem or request, please talk to your class teacher first.
2. If you need more help, please see the Student Concierge at Reception on Level 5, Wentworth Building to either assist you or make an appointment with:
   - An Education Manager (academic issues or requests)
   - The Counsellor (personal problems)
   - An Administrative Manager (non-academic issues or requests)
   - A University service (e.g. medical centre, Library, OSHC)

CET STUDENT COMPLAINTS

If you are unhappy about a CET decision and wish to make a formal complaint, please follow this process:

1. See the Student Concierge at Reception, Level 5 Wentworth Building, to arrange a * Meeting with a Manager (Education, Finance or International Relations)
2. If complaint is unresolved, see the Student Concierge again, to arrange a * Meeting with a Deputy Director (Learning & Teaching, or Operations)
3. If complaint is unresolved, see the Student Concierge again, to arrange a * Meeting with the Director
5. If complaint not resolved, contact Department of Education ESOS Helpline: * 02 6240 5069

- At any time during the complaint and appeal process, you can be represented by a nominee (e.g. a relative another student, a friend, an education agent) of your choice.
- You can also have a support person present at meetings, such as a friend, who does not necessarily act as a representative.
- If you are under 18 years of age, the person responsible for your welfare (e.g. a relative or guardian) must attend any Complaints & Appeals meetings with CET staff.

This policy conforms to the requirements of Part G, Standard 8 of the Education Services for Overseas Students Act 2000 - National Code 2007. The University of Sydney “Student Grievances, Appeals and Applications for Review” policy does not apply to CET students.

Approved by Director, CET, 19th August 2014.
Effective from 7th October 2014.
Review date: 19th August 2019.