

## COE EXTENSION FORM

CHOOSE YOUR COLLEGE:

Melbourne Metropolitan College

Langford English College

### Personal Details

Full Name		Date of Birth	
Phone number		Email	
Address			
Student ID			
USI			
Course Code and Title			

### Procedure

Under National Code Standard 9, the Melbourne Metropolitan College (MMC) may extend the duration of the student's course only in the following circumstances:

- On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class) and a deferment or suspension of study has been granted; or
- In exceptional compassionate, compelling circumstances beyond the student's control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstance is required) and a deferment or suspension of study has been granted.
- Where the College is unable to offer a key or prerequisite unit at the time it is required a deferment or suspension of study has been granted.
- Where the College is implementing an intervention strategy for students at risk of not meeting academic progress requirements.
- Where the College has approved the deferral of commencement of studies or the suspension of study.
- NB:- Any extension to or changes to the COE will be notified via PRISMS and a new COE created (If necessary)

Original start of CoE \_\_\_\_\_ Original End Date of CoE \_\_\_\_\_

Reason for extending CoE:

#### Office Use Only

Date of Submission:

MMC representative's Signature:

Approval from RTO Manager: Yes  No

Signature:

CoE to extend for another .....week(s) /month(s)

## COE EXTENSION FORM

Update data on PRISM & SMS on .....

Signature

Date

/ /

### For Office Use Only

<b>Complaint/Appeal Receiving staff member</b>		<b>Date</b>	/	/
<b>Method of lodgement</b>	<input type="checkbox"/> Email	<input type="checkbox"/> In person	<input type="checkbox"/> Mail	<input type="checkbox"/> Phone
<b>Assigned To</b>				
<b>Actions proposed by panel</b>				
<b>Implementation of Proposed action by</b>	<input type="checkbox"/> Continuous improvement Request. Counselling by the relevant persons. Change of any service or member. External <input type="checkbox"/> Counselling agency <input type="checkbox"/> Other (Please specify)			
<b>Review Outcome</b>	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful			
<b>Method to communicate the outcome with the complainant/appellant and date</b>	<p>- If the Appeal was successful - then an 'Appeal successful' email is sent.            - If the Appeal was unsuccessful - then an 'Appeal unsuccessful' email is sent - The appeal entry is recorded on the register.</p> <p><b>Staff:</b> _____ <b>Date:</b> / /</p>			
<b>Response of complainant/appellant</b>	<input type="checkbox"/> Agrees and accepts the decision done by panel (The student signs the acceptance and the record is placed in student's admin file) <input type="checkbox"/> Disagrees and unhappy (Student Support Officer will contact student to help student to access services of Overseas Student Ombudsman)			
<b>Declaration by complainant/Appellant</b>				
(Please tick before you sign):				
<input type="checkbox"/> I acknowledge that I have been communicated the outcome of the complaint/appeal lodged by me. <input type="checkbox"/> I agree to the decision made by the panel and am happy to accept it. <input type="checkbox"/> I disagree to the decision made by the panel and would like to escalate it to an external body and I have been advised of all the required information in this regard.				
<b>Signature</b>		<b>Date</b>	/	/