

Institution	Universal Higher Education (UHE)
Policy name	Student Appeals Policy
Policy Governance	Academic Board
Date of development	April 2016
Date of approval	August 2016
Review date	December 2019

1. Introduction

UHE provides fair opportunities to students to appeal on academic matters. Students have the opportunity to appeal on any academic matters through a formal process. This policy outlines the formal process of student appeals.

2. Policy principles

UHE's student appeals policy aims to ensure that students have a fair opportunity to appeal on any academic matter. The policy is established to ensure fair and equitable outcomes for all student appeals.

The Appeals Committee is an appeals committee for students. On behalf of the Academic Board, it shall hear, examine and determine student appeals in relation to exclusion on academic grounds, and student assessment. From time to time, it may also be requested to hear an appeal on any other relevant matter referred to it by the Chair of the Academic Board.

3. Types of appeals

The Appeals Committee will resolve appeals on matters related to:

- Appeals related to unsatisfactory outcomes as a result of review of grades or academic misconduct;
- Student suspension and exclusion from course;
- Poor academic progression, which results in exclusion.

4. Student responsibility

Where a student is not satisfied with the outcome of a decision, they may appeal to the Appeals Committee.

This request, stating clearly the reasons for appeal, must be submitted in writing on the prescribed form to the Appeals Committee within ten (10) working days of the date on which the Registrar or the Chief Academic Officer has made a decision on:

- review of grades or academic misconduct;
- suspension and exclusion from course;
- poor academic progression, which has resulted in exclusion

A late appeal may be received at the discretion of the Chair of the Appeals Committee.

An appeal to the Appeals Committee may only be made on the grounds that there were compelling or compassionate circumstances (including onshore international students as required in the ESOS Act) which contributed to poor academic performance.

A decision of the Appeals Committee shall be final within UHE.

All students will be advised of their right to access an external appeals process through the Victorian Ombudsman's Office if they are not satisfied with the result or conduct of the internal appeals process as described.

5. UHE responsibility

Upon receipt of an appeal, the Registrar will ensure that the appeal is in the appropriate format.

If the appeal is received out of time, the Chair of the Appeals Committee may grant an extension where the student is able to satisfy the Chair that the appeal is lodged late through no fault of the student.

The Registrar will write to the student confirming receipt of the appeal and clarifying or stating grounds of appeal. If the student has not first made an official query to the Chief Academic Officer or the relevant Dean as appropriate the student will be requested to do so before the Appeal can be considered.

An appeal will not be regarded as having been 'received' until:

- a. the grounds of appeal are clarified with the student, and
- b. there is written evidence that the student has already queried the matter with the appropriate person.
- c.

The Registrar will seek to obtain relevant information, including:

- a. establishing the date of posting on the web of the grade or formal date of sending of notification of exclusion to the student;
- b. establishing the date of formal communication with UHE;
- c. the student's academic transcript;
- d. the outline or equivalent document under which assessment or the assessment process is being appealed;
- e. details regarding the student's performance in the unit
- f. a copy of any special consideration documentation, if relevant;
- g. Outcome of review of grade;
- h. Academic misconduct case and outcome; and
- i. any other documentation considered relevant to the appeal.

The Registrar will forward a copy of the appeal to the Chief Academic Officer or the relevant Dean requesting them to provide written reasons for their decision which has led to the appeal, and inviting written comment on the appeal. The relevant staff member must respond within five (5) working days of sending of the request.

The Registrar will forward the appeal with all relevant documentation to the Chair, Appeals Committee within ten (10) working days of receipt of the appeal.

The Chair of the Appeals Committee will assess the content of the appeal and determine whether it is appropriate for the appeal to proceed to a hearing by the Appeals Committee. The Registrar, on behalf of the Chair of the Appeals Committee, will contact the student in writing within ten working days of receipt of the appeal by the Chair, informing them if:

- a. the appeal is rejected on the basis that the grounds for appeal are lacking serious purpose, no ground of appeal is revealed on the face of the correspondence received, or the student has not followed the processes; or
- b. the Chair on behalf of the Appeals Committee is proceeding with the appeal, and may be seeking further information.

The decision of the Chair of the Appeals Committee whether or not to proceed to a hearing by the Appeals Committee shall be final.

If it is determined by the Chair that a matter is to be referred to the Appeals Committee for a hearing, the student must be notified of this decision within twenty (20) working days of receipt of the Appeal by the Registrar. The Appeal must be heard within thirty (30) working days of receipt of the Appeal by the Registrar.

A copy of the appeal, the Chief Academic Officer's or the relevant Dean's comments and relevant documentation will be marked "Confidential" and distributed to committee members as business papers prior to the hearing. All documentation will be returned to the Registrar at the conclusion of the hearing.

The student will be invited to present his or her case at the hearing. Teleconference facilities will be made available to the student if attendance in person is not reasonably convenient. At the appeal hearing, the student may be accompanied by a friend or elected student representative for support. They may be accompanied by both at the discretion of the Chair. The student is permitted to nominate a representative to speak on his or her behalf at the hearing. No legal representation will be permitted at the hearing.

When the Committee is being formed any conflict of interest of the Chair or members must be declared to the Registrar. Where appropriate they may be required to stand down.

In making its determination, the Appeals Committee may do any of the following:

- confirm the original decision of the Chief Academic Officer or the relevant Dean;
- quash the original decision of the Chief Academic Officer or the relevant Dean and make a decision to resolve the appeal, including a change of grade

The student shall be advised in writing of the Appeals Committee 's determination within five (5) working days of the hearing.

6. Review

The Student Appeals Policy will be reviewed every three years, or more frequently as appropriate.

Date	Description of amendment