POLICY
ACADEMIC APPEALS
(09.002)

POLICY
Northland Polytechnic Ltd shall receive, acknowledge, register, and act upon student academic appeals and make every effort to resolve them to the satisfaction of all parties.

PURPOSE
To provide a framework for resolving academic appeals in a fair, equitable and timely manner, protecting the rights of all parties.

APPLICATION AND SCOPE
This policy applies to all academic decisions, actions or omissions. Any current student may lodge an appeal.

COMPLIANCE OBLIGATIONS
- *Human Rights Act 1993*
- *Privacy Act 1993*
- *Bill of Rights Act 1990*

DEFINITIONS

- *Academic Appeal*
  A written request by a student to change any academic decision, action or omission by a tutor or any Northland Polytechnic Ltd Board or Committee
- *Academic Decision*
  An outcome regarding admission, recognition of prior learning or unit/credit transfer, assessment, aegrotat pass, academic progress, or graduation
- *Advocate*
  The person who assists the student by being present and guiding them through the process. The role will normally include:
  Observing that the process is followed; and/or
  Advising the complainant regarding process and options

  An Advocate will be a Student Advisor, or their nominee; or any person nominated by the student.
- *Mediation*
  The process by which the participants, together with the assistance of a neutral person or persons, systematically review the appeal in order to develop options, consider alternatives and reach a consensual agreement that will accommodate their needs.

Responsibility	Chief Executive
Approval dates	September 2017
Next Review	September 2023

Hardcopies of this document are considered uncontrolled copies of the original.
Please refer to the electronic source (Quality Management System) for the latest version.

OTHER RELATED DOCUMENTS

Associated Procedures and Guidelines (Appendices 1 and 2)
Policy: *Equal Educational Opportunities (05.002)*
Northland Polytechnic Ltd Regulations

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PROCEDURES AND GUIDELINES

1.0 PRINCIPLES

1.1 **Natural Justice / Fairness**

Every person affected by this policy has the right to a copy of this policy and any other information as need to clarify any point or process.

1.2 Students are encouraged to consult with the Student Support services about any matter covered by this policy.

1.3 Each step covered by this policy is documented, including dates, who was present, what was discussed, and what decisions, if any, were reached.

1.4 Every outcome/decision is notified in writing to the person/s concerned. This includes notification about any appeal or other rights.

2.0 PROCESS OF MAKING AN APPEAL

2.1 A student makes an academic appeal in writing to the Chief Executive by:

- Submission of Student Concern/Complaint/Academic Appeal web form (found on the NorthTec website); or
- Email to concernsandcomplaints@northtec.ac.nz

2.2 The appellant must state the nature of the appeal and outline the steps already taken to address the issue.

2.3 To ensure that appeal can be resolved effectively an academic appeal must be lodged within 10 working days of being advised of the academic decision (result).

2.4 An acknowledgment will be sent by the **Student Complaints Officer** to the complainant within three working days of receipt of the appeal by the preferred method as selected by the appellant (see complaint/appeal form if used, or in the same method as the appeal was made).

2.5 The **Student Complaints Officer** will notify all appropriate parties of the appeal.

2.6 The **Student Complaints Officer** will convene a meeting of the Academic Appeal Group as per the Terms of Reference for the group. The Group shall elect a chairperson for that meeting.

2.7 All parties are entitled to an advocate.

2.8 At any stage during the process prior to the final decision the appellant can request mediation. Northland Polytechnic Ltd will provide a mediator with the agreement of both parties.

2.9 The **Chair of Academic Appeals Group** compiles a report and draft response. The report and all appeal documents are forwarded to Student Complaints Officer.

2.10 The **Chair of Academic Committee** notifies the appellant of the outcome within 20 working days of receipt of the appeal and includes advice regarding appealing the decision to the appropriate external agency. The **Chair of Academic Committee** forwards copy of final letter to Student Complaints Officer.

2.11 The **Student Complaints Officer** forwards copy of response to all other appropriate parties. A copy is to be placed on the student's file and the Student Management System is updated.

2.12 If the appellant is unhappy with the decision, they may lodge a complaint by following the Complaints process (see policy: *Students Concerns and Complaints (06.001*) within 20 working days.

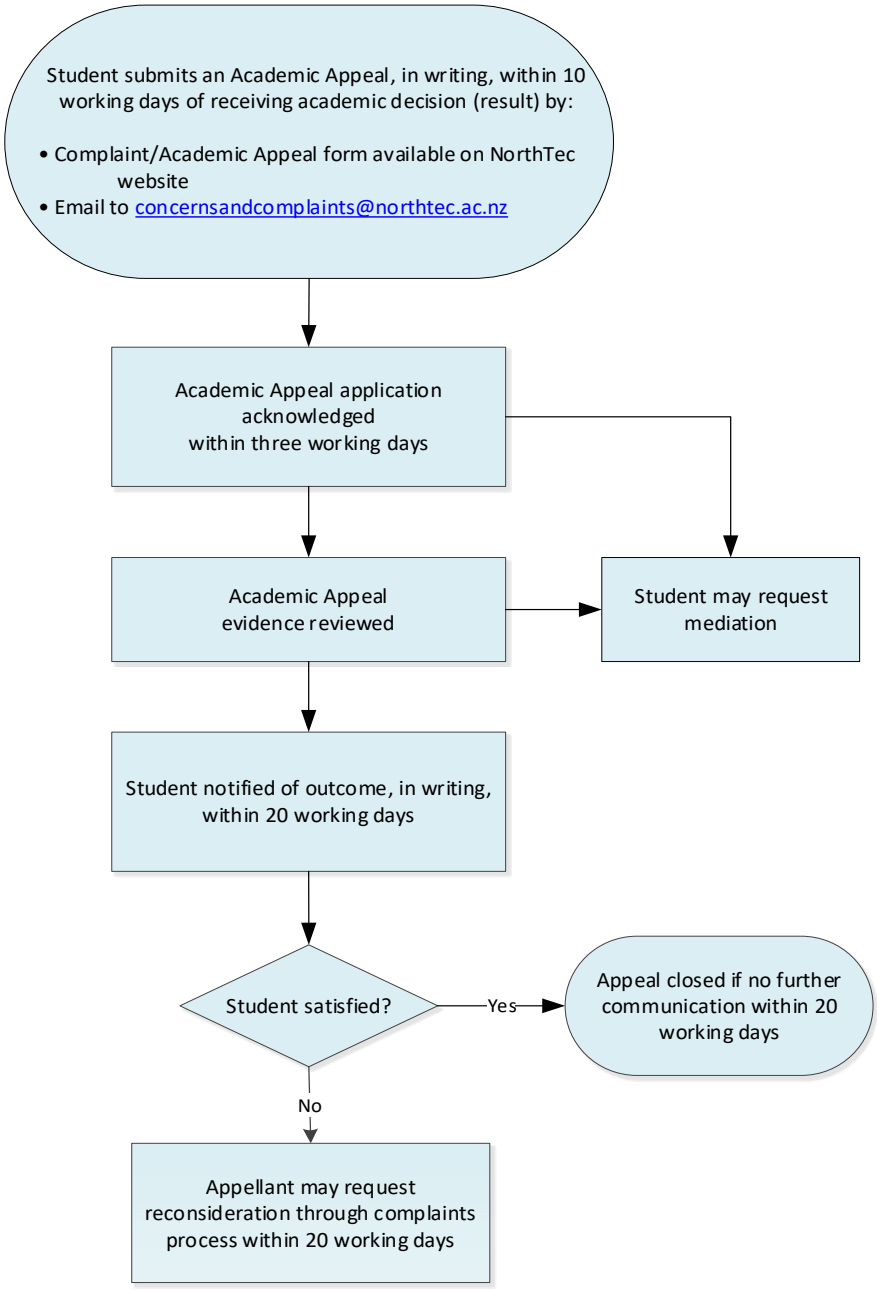
2.13 Where there is no further communication from the student, the matter will be closed after six months.

3.0 REPORTING

3.1 Each month, Academic Quality Assurance Committee, Teaching and Learning Committee, and Academic Committee will receive a summary of concerns, complaints and academic appeals.

3.2 Institutional improvements are to be added to Institutional Improvement Plan for action.

REVISION HISTORY			
Version	Description of Change	Author	Effective date
1	New – reinstated and relative sections removed from 06.001 *Student Concerns, Complaints and Academic Appeals*	QMS Team	September 2017
1.1	Amendment to P & G and flowchart to add process (2.13) where appellant is unsatisfied with outcome	QMS Team	December 2017
1.2	Amendment to P & G to reflect changed status of Academic Appeals Committee to Group	QMS Team	November 2019
1.3	Amendment to P & G to amend final decision is made by Chair of Academic Board	QMS Team	March 2020
1.4	Add 'Ltd' to Northland Polytechnic Amend Academic Board to Academic Committee	QMS Team	May 2020
1.5	Triennial review – minor changes to P &G and flowchart to align with current practice	QMS Team	September 2020

ACADEMIC APPEALS - STUDENT PROCESS
September 2020

- *Academic Appeal*
A written request by a student to change any academic decision, action or omission by a tutor or any committee of Northland Polytechnic Ltd