

A10: Academic Appeals Policy

1.0 Purpose

The purpose of this policy is to provide a framework for student appeals on any academic matter relating to a programme of study.

2.0 Policy

A student may appeal to the Group Academic Director on any decision, action or omission in respect to academic matters relating to their programme of study.

3.0 Procedures

- 3.1** The academic matter is discussed with the tutor and if the student is not satisfied the matter is referred in writing to the Head of School/Director of Studies/ Group Academic Director/Deputy Academic Director for a written response.
- 3.2** If the matter is still unresolved after seven days, a written appeal is lodged with the Head of School/ Director of Studies /Group Academic Director. If still unresolved the matter will be dealt with by the Academic Director and reported to the Executive Management Team.
- 3.3** Should a matter not be resolved to the satisfaction of the complainant, they will have the right to bring the matter to the attention of the Complaint Officer quality assurance division PO Box 160 Wellington 6140 or PH 0800687296.
- 3.4** Should a matter not be resolved to the satisfaction of the complainant where the complainant is an international student, they will have the Complaints Officer International Education Appeals Authority, Private Bag 32001, Wellington 6011.6.0 Records
- 3.5** All communication should be kept on the student's record in the relevant Student Management System (SMS).

4.0 Document Control

4.1 Monitoring and Evaluation:

The Academic Board/ is responsible for monitoring and evaluating this policy.

Version	Type of Change	AB Reference	Approval Date	Effective from
1	Development of Policy	AB Action Item 54	23 June 2015	23 June 2015
2	Minor Review and Re-format of Policy	Approved by AB	20 October 2015	20 October 2015
3	Inclusion to NZSEG QMS and Policies.	Approved by the Executive Management Team	16 January 2017	31 January 2017
3.1	Minor changes	Approved by AB	21 July 2020	21 July 2020