

POLICY
ACADEMIC APPEALS
(09.002)

POLICY

Northland Polytechnic 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 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 2020

OTHER RELATED DOCUMENTS

Associated Procedures and Guidelines (Appendices 1 and 2)

Policy: *Equal Educational Opportunities (05.002)*

Northland Polytechnic Regulations

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 form (found on the NorthTec website); or
 - Email using the link on the NorthTec website studentconcerns@northtec.ac.nz; or
 - Letter.
- 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 convene a meeting of the Academic Appeal Committee as per the Terms of Reference for the committee. The Committee shall elect a chairperson for that meeting.
- 2.6 All parties are entitled to an advocate.
- 2.7 At any stage during the process prior to the Chief Executive's final decision the appellant can request mediation. Northland Polytechnic will provide a mediator with the agreement of both parties.
- 2.8 The **Student Complaints Officer** will notify all appropriate parties of the investigation.
- 2.9 The **Chair of Academic Appeals Committee** compiles a report and draft response. The report and all investigation documents are forwarded to Student Complaints Officer.
- 2.10 Where the appellant is not satisfied with the outcome, they may request reconsideration through the mediation process.
- 2.11 The **Office of the Chief Executive** 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 **Office of the Chief Executive** forwards copy of final letter to Student Complaints Officer.

- 2.12 The **Student Complaints Officer** forwards copy of response to all appropriate parties. A copy is to be placed on the student's file and the Student Management System is updated.
- 2.13 If the appellant is unhappy with the decision, they may lodge a complaint with the Office of the Chief Executive within 20 working days.
- 2.14 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 Committee and Academic Board will receive a summary of concerns, complaints and academic appeals.
- 3.2 Institutional improvements are to be added to Quality Improvement Plan for action.

REVISION HISTORY			
Version	Description of Change	Author	Effective date
1	New – reinstated and relative sections removed from 06.001 <i>Student Concerns, Complaints and Academic Appeals</i>	QMS Team	September 2017
2	Amendment to P & G and flowchart to add process (2.13) where appellant is unsatisfied with outcome	QMS Team	December 2017

ACADEMIC APPEALS - STUDENT PROCESS
December 2017

• *Academic Appeal*
A written request by a student to change any academic decision, action or omission by a tutor or any Northland Polytechnic Board or Committee.

Student submits an Academic Appeal within 10 working days of receiving academic decision (result) to Office of Chief Executive by:

- Complaint/Academic Appeal form available on NorthTec website
- email to student.concerns@northtec.ac.nz
- Letter

Academic Appeal application acknowledged within three working days

Academic Appeal investigated

Student may request mediation

Student notified of outcome, in writing, within 20 working days

Student satisfied?

Complaint closed if no further communication within 20 working days

Appellant may request reconsideration through complaints process within 20 working days

Student Concern /Complaint/Academic Appeal Form

If you do not to use this form, please include the following information in your letter to assist Northland Polytechnic to resolve your concern/complaint/academic appeal.

Date	
Name	
Address	
Contact Number	
Email Address	
Preferred contact option	
Programme Name	

Please choose one of the options below:

- I want to raise a concern (not a formal complaint)
- I want to lodge a complaint (dealt with by the Office of the Chief Executive)
- I want to make an Academic Appeal (dealt with by the Office of the Chief Executive)

A Northland Polytechnic Student Advisor may support you in this process and it is recommended that you discuss your complaint with them. A Student Advisor can be contacted directly by phone on 0800 808 856 / 09 470 4123 or via email studentsuccess@northtec.ac.nz.

Please describe the details of your Concern/Complaint/Academic Appeal

Please describe how you have tried to resolve the Concern/Complaint/Academic Appeal already

Please describe how you think your Concern/Complaint/Academic Appeal can be resolved (Outcome sought)

- Please attach additional pages if necessary

Student signature: _____

Date: _____

Please submit to NorthTec's Chief Executive

It may be handed in at a campus reception or posted to:

The Chief Executive
Northland Polytechnic
Private Bag 9019
Whangarei 0148

Or email to: studentconcerns@northtec.ac.nz