

Procedure Title

Appeals Procedure

Preamble

The Appeals Procedure sets out the implementation of the Appeals Policy.

Purpose

This Procedure provides a structured process for individuals to challenge decisions they believe are unfair or incorrect. It ensures fairness, transparency, and accountability by allowing for an independent review of the original decision, promoting confidence in Deakin College's decision-making processes.

Scope

The Procedure applies to all current and prospective Deakin College students across all campuses.

Policy

Appeals Policy

Related Documentation

Deakin College Appeal Application

Academic Progress Appeal – Student Response Form

Appeal Outcome Letters

Procedure

1. Internal Appeals Process

- 1.1.** In the first instance, students are encouraged to access Deakin College's review processes related to academic and non-academic matters prior to lodging a formal appeal. Students who are not satisfied with the outcome of a review related to an academic or non-academic matter may lodge a formal appeal to the Deakin College Appeals Committee;
- 1.2.** Appeals of an academic nature are those related to admissions, assessment, enrolment, attendance and academic progress;
- 1.3.** Appeals of a non-academic nature are those related to fees and, an appellant's conduct which may result in perceived victimisation, intimidation, discrimination or harassment;
- 1.4.** Appeals against a Deakin College decision must be submitted within twenty (20) working days from the date the written outcome of the decision is communicated to the appellant. Late appeals may be dismissed by the Deakin College Appeals Committee;
- 1.5.** A completed Deakin College Appeal Application Form must be submitted to commence the appeal process. The grounds for appeal must be stated in the application and, supporting documentation must be provided;

- 1.6. There is no cost to the appellant in accessing Deakin College's appeals process as outlined in this procedure. However, an external independent agency may charge a fee for its services;
 - 1.7. An appeal will commence within ten (10) working days of its lodgement and will be finalised as soon as practicable. At a minimum, this process will include a written acknowledgement of the appeal to the appellant with the assignment of a case reference number;
 - 1.8. If a request to present their case to the Deakin College Appeals Committee is received from the appellant, at least five (5) working days' notice regarding the date, time and location of the meeting must be provided;
 - 1.9. An appellant may be accompanied by a support person providing that the person is not a qualified and practising lawyer;
 - 1.10. If an appellant fails to attend the scheduled meeting, the appeal will be considered and finalised by the Deakin College Appeals Committee;
 - 1.11. The outcome of an appeal and reason(s) for the decision will be communicated to the appellant in writing within ten (10) working days from the completion of the appeal process;
 - 1.12. The written appeal outcome will be sent by email to the appellant's Deakin College email address and personal email address recorded in the student management system;
 - 1.13. It is the appellant's responsibility to ensure that their correspondence details (address, phone/mobile number and personal email address) are provided to Deakin College and updated regularly;
 - 1.14. The Deakin College Appeals Committee will make all reasonable attempts to resolve appeals as soon as practicable so not to disadvantage the appellant.
- 2. Grounds for Appeal**
- 2.1. An appeal will be considered and assessed by the Deakin College Appeals Committee in the following circumstances:
 - The appellant believes that the decision by Deakin College was not in accordance with the applicable Deakin College policy and/or procedure;
 - New information or evidence previously not provided or considered is made available;
 - 2.2. The Deakin College Appeals Committee may dismiss an appeal on the following basis:
 - the circumstances that led to the appellant's appeal submission do not align with the grounds for appeal;

- failure to receive email or postal correspondence from Deakin College due to the appellant's failure to provide or update his or her correspondence details;
 - the appeal is submitted beyond the permitted lodgment timeframe;
- 2.3.** In the event that an appeal is dismissed, the appellant will be notified in writing and, the notification will include the reason(s) for the appeal's dismissal.

3. How to Appeal

- 3.1.** Upon receipt of a decision or outcome made by Deakin College, a student (appellant) may appeal the decision by submitting the relevant online form within 20 working days from the date of the written outcome.
- Appeal Application
<https://app.pipefy.com/public/form/SKcJyEy0>
 - Academic Progress Appeal – Student Response Form
<https://app.pipefy.com/public/form/payHIQsr>
- 3.2.** A link to the Deakin College *Appeal Application* online form is available from the Student Hub in the Student Portal or Admissions for prospective students. A link to the *Academic Progress Appeal – Student Response Form* is available from the Student Hub in the Student Portal;
- 3.3.** The Deakin College *Appeal Application* or *Academic Progress Appeal – Student Response Form* must be accompanied by relevant supporting documentation;
- 3.4.** The appellant must submit the *Appeal Application* or *Academic Progress Appeal – Student Response Form* via the relevant online form;
- 3.5.** Appellant must complete the *Appeal Application* or *Academic Progress Appeal – Student Response Form* to provide the reason for an appeal in the following circumstances:
- 3.5.1.** The appellant believes that the decision by Deakin College was not in accordance with the applicable Deakin College policy and/or procedure;
 - 3.5.2.** New information or evidence previously not provided or considered is made available;
- 3.6.** Appellant appealing against a decision due to new information or evidence previously not provided or considered must submit the new information with the *Appeal Application Form* or *Academic Progress Appeal – Student Response Form*;
- 3.7.** New information or evidence previously not provided or considered to be attached with the *Appeal Application Form* or *Academic Progress Appeal – Student Response Form* may include:

- 3.7.1. A letter from a registered medical practitioner stating the nature of a medical condition, its severity and the impact on an appellant's ability to complete the assessment task or overall academic performance and/or progress or;
- 3.7.2. Statutory Declaration together with other verifiable supporting documentation (e.g. letter from a registered psychologist, death certificate, police report etc.) if the nature of the circumstance is due to loss, bereavement, hardship or trauma.

4. Appeals of an Academic Nature

Students who are appealing decisions that are academic in nature must complete the instructions and provide documents as prescribed below.

4.1. Academic Integrity

- must read the *Academic Integrity Policy* and associated Procedure;
- must complete the *Appeal Application Form* and provide the reason(s) for the appeal;
- must submit the written outcome of decision received from Deakin College for academic misconduct;
- may submit new evidence that was not previously provided or considered.

4.2. Unsatisfactory Academic Progress

- must read the *Academic Progress Policy* and *Academic Progress Procedure*;
- Appellant must complete the *Academic Progress Appeal – Student Response Form* and provide the reason(s) for appealing the decision of the Board of Examiners;
- Appellant must attach the written outcome of decision received from Deakin College for Show Cause;
- Appellant may submit new evidence that was not previously provided or considered.

4.3. Admission

- must read the *Admissions Policy* and *Admissions Procedure*;
- Appellant must complete the *Appeal Application Form* and provide the reason(s) for the appeal;
- Appellant must attach the written outcome of decision received from Deakin College for the refusal of admission;
- Appellant may submit new evidence that was not previously provided or considered.

4.4. Attendance

- must read the *Attendance Policy*;
- Appellant must complete the *Appeal Application Form* to provide the reason(s) for the appeal;
- Appellant must attach the written outcome of decision received from Deakin College for the failure to meet the 80% attendance requirement;
- Appellant may submit new evidence that was not previously provided or considered.

4.5. Review of Assessment during a trimester

- must read the *Assessment Policy* and *Assessment Procedure*;
- Appellant must complete the *Appeal Application Form* to provide the reason(s) for the appeal;
- Appellant must attach the written outcome of the decision received from Deakin College following the submission of the *Review of Assessment during a Trimester Form*;
- Appellant may submit new evidence that was not previously provided or considered.

4.6. Review of Final Grade

- must read the *Assessment Policy* and *Assessment Procedure*;
- Appellant must complete the *Appeal Application Form* to provide the reason(s) for the appeal;
- Appellant must attach the written outcome of the decision received from Deakin College following the submission of *Review of Final Grade Form*;
- Appellant may submit new evidence that was not previously provided or considered.

4.7. Release Letter

- must read the *Overseas Students Transfers Policy* and associated Procedure;
- Appellant must complete the *Appeal Application Form* to provide the reason(s) for the appeal;
- Appellant must attach the written outcome of the decision from Deakin College following the submission of the *Application for Release Letter for Overseas Student Form*;
- Appellant may submit new evidence that was not previously provided or considered.

4.8. Special Consideration

- must read the *Assessment Policy and Special Consideration Procedure*;
- Appellant must complete the *Appeal Application Form* to provide the reason(s) for the appeal;
- Appellant must attach the written outcome of the decision received from Deakin College following the submission of *Special Consideration Application*;
- Appellant may submit new evidence that was not previously provided or considered.

5. Appeals of a Non-academic Nature

Students who are appealing decisions that are non-academic in nature must complete the instructions and provide documents as prescribed below.

5.1. Refund of Fees

- must read the Refund Policy;
- Appellant must complete the *Appeal Application Form* to provide the reason(s) for the appeal;
- Appellant must attach the written outcome of the decision received from Deakin College following the submission of *Application for Refund of Tuition Fees Form*;
- Appellant may submit new evidence that was not previously provided or considered.

5.2. Re-crediting or Remission of FEE-HELP Debt

- must read the *Enrolment, Fees and Charges Policy* and associated Procedure;
- Appellant must complete the *Appeal Application Form* to provide the reason(s) for the appeal;
- Appellant must attach the written outcome of the decision received from Deakin College following the submission of the *Application for Re –crediting or Remission of FEE-HELP Debt Form*;
- Appellant may submit new evidence that was not previously provided or considered.

5.3. Student misconduct

- must read the *Student Code of Conduct*;
- Appellant must complete the *Appeal Application Form* to provide the reason(s) for the appeal;

- Appellant must attach the written outcome of the decision received from Deakin College on non-academic misconduct;
 - Appellant may submit new evidence that was not previously provided or considered.
6. Upon receipt of an appeal, Deakin College Appeals Committee will acknowledge receipt and provide a case reference number within 10 working days, and if required, request for additional information or supporting documentation.
 7. A note regarding receipt of and, acknowledgement of appeal to be recorded in the student management system.
 8. The student's appeal is logged in the Deakin College Appeals Register.
 9. The appellant may request to present his or her case to the Deakin College Appeals Committee. If so, appellant will be notified and provided of the date, time and location of the meeting at least five (5) working days prior to the date of the meeting.
 10. The appellant may be accompanied by support person who is not a qualified and practising lawyer.
 11. The student's appeal is investigated and considered by Deakin College's Appeals Committee or delegate in accordance with the relevant Deakin College Policies and the Deakin College Appeals Policy.
 12. All appeal applications will undergo a thorough review of all relevant circumstances, based on the information available.
 13. The Appeals Committee or its delegate may conduct a verification check on the information provided by the appellant, if necessary, to ensure procedural fairness and the authenticity of the appeals process.
 14. Once the appeal decision or outcome is reached, the outcome is communicated to student in writing within 10 working days. An electronic copy of the outcome notice is sent to the Deakin College email address and personal email address recorded in the student management system.
 15. The email sent to the student with the outcome notice will be recorded in the student management system.
 16. If the appeal is successful, the outcome of the appeal will be updated in the student's record.
 17. **External Appeal**
 - 17.1. If an appellant is not satisfied with the outcome of the internal appeal, they may request an external review by an independent agency within ten (10) working days following the written notification of the outcome by the Deakin College Appeals Committee. Contact details of the National Student Ombudsman (NSO) are:
 - **National Student Ombudsman**

Website: <https://www.nso.gov.au/>

Phone: 1300 295 775

Email: nsooutreach@ombudsman.gov.au

Address: GPO Box 442, Canberra, ACT 2601

Online Form:

<https://forms.ombudsman.gov.au/prod?entitytype=Approach&layoutcode=ApproachWebForm>

17.2. The National Student Ombudsman offers a free and independent service for students. However, the NSO may require a student to have fully exhausted the Deakin College complaints and appeals process before considering their submission. Matters involving academic judgement, such as the awarding of grades, are not subject to review by the NSO.

17.3. If the NSO concludes that the matter falls outside their scope and does not refer the student to an alternative government agency, the student may request a review through the Resolution Institute. Deakin College is a participant in the Institute's Student Mediation Scheme. The Resolution Institute can be contacted at:

- **Resolution Institute**

Phone: 1800 651 650

Email: infoaus@resolution.institute

Web: <https://www.resolution.institute/>

17.4. If an independent agency makes a recommendation in relation to an external review, Deakin College will ensure the recommendations are considered for implementation immediately and advise the appellant of the outcome.

18. Deakin College Appeals Committee

The Deakin College Appeals Committee is responsible for the assessment and determination of appeals

18.1. Membership:

- College Director and Principal (or delegate)
- Academic Director (or delegate)
- Director Quality and Student Services (or delegate)
- Director Marketing & Admissions (or delegate)
- Student and Academic Services Manager / Campus Manager (or delegate)

18.2. Members of the Deakin College Appeals Committee are expected to act in good faith, with integrity and, with no conflict of interest or bias. Any conflict of interest, whether real or perceived, must be disclosed.

18.3. A member with prior involvement in the matter forming the subject of appeal, or a close association with the appellant will be excused from participating in the appeal process.

18.4. It is expected that members of the Deakin College Appeals Committee are familiar with all Deakin College policies and procedures and, the relevant legislations.

19. Record Keeping

19.1. Deakin College will retain records of a appeal for five (5) years after the complainant is no longer an accepted student.

20. Review

20.1. Data on trends, recurring or systemic issues, generic concerns, disproportionately high appeal levels, and aggregated appeal data will be reported to the Academic Board of Studies each trimester and annually. This data will be collected with sufficient detail to enable thorough analysis and inform business improvement initiatives;

20.2. The Senior Management Group will initiate and implement corrective and preventive actions, as well as drive innovative improvements.

Status and Details

Identification	Appeals Procedure
Initial Issue Date	8/08/2018
Status	Current
Domain	Student and Academic Services
Effective Date	3/04/2025
Review Date	2/04/2027
Approval Authority	Academic Board of Studies
Implementation Officer	Director Quality & Student Services