

Procedure Title

Appeals Procedure

Preamble

This procedure was approved by Teaching and Learning Committee on 8 August 2018.

Purpose

This Procedure outlines the process of appealing a decision or outcome made by Deakin College regarding a current or prospective student's admission, enrolment, academic progress and attendance or refund of fees.

Scope

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

Policy

Appeals Policy

Related Documentation

Deakin College Appeal Application

Satisfactory Course Progress Appeal – Student Response Form

Deakin College Appeal Assessment Cover Sheet

Appeal Assessment Form

Appeal Outcome Letters

Procedure

1. Upon receipt of a decision or outcome made by Deakin College, a student (appellant) may appeal the decision by submitting an *Appeal Application* or *Satisfactory Course Progress Appeal – Student Response Form* within 20 working days from the date of the written outcome.
2. The Deakin College *Appeal Application* can be obtained via the Student Portal or Deakin College Reception. The *Satisfactory Course Progress Appeal – Student Response Form* is provided to the student with their Show Cause Outcome Letter.
3. The Deakin College *Appeal Application* or *Satisfactory Course Progress Appeal – Student Response Form* must be accompanied by relevant supporting documentation.
4. Students must submit the completed *Appeal Application* or *Satisfactory Course Progress Appeal – Student Response Form* and supporting documentation to Deakin College Appeals by email: dcoll-appeals@deakin.edu.au or at Deakin College Reception (by the due date specified in the decision written outcome notice).
5. Appellant must complete the *Appeal Application Form* or *Satisfactory Course Progress Appeal Form* to provide the reason for an appeal in the following circumstances:
 - 5.1. The appellant believes that the decision by Deakin College was not in accordance with the applicable Deakin College policy and/or procedure;
 - 5.2. New information or evidence previously not provided or considered is made available.

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 *Satisfactory Course Progress Form*.
7. New information or evidence previously not provided or considered to be attached with the *Appeal Application Form* or *Satisfactory Course Progress Form* may include:
 - 7.1. letter from registered medical practitioner stating the nature of the medical condition, its severity and the impact on the student's ability to complete the assessment task or overall academic performance and/or progress or;
 - 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

8. Appeals of academic nature

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

8.1. Academic Integrity

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

8.2. Unsatisfactory Academic Progress

- Student must read the Academic Progress Policy and Procedure
- Appellant must complete the *Satisfactory Course 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

8.3. Admission

- Student must read the Admission Policy and 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

8.4. Attendance

- Student must read the Attendance Policy and Procedure
- Appellant must complete the *Appeal Application* 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

8.5. Review of Assessment during a trimester

- Student must read the Assessment Policy and Procedure
- Appellant must complete the *Appeal Application* 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 Assessment during a Trimester Form*
- Appellant may submit new evidence that was not previously provided or considered

8.6. Review of Final Grade

- Student must read the Assessment Policy and Procedure
- Appellant must complete the *Appeal Application* 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

8.7. Release Letter

- Student must read the Overseas Students Transfers Policy and Procedure
- Appellant must complete the *Appeal Application* 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 Form*
- Appellant may submit new evidence that was not previously provided or considered

8.8. Special Consideration

- Student must read the Assessment Policy and Procedure
- Appellant must complete the *Appeal Application* 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

9. 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.

9.1. Refund of Fees

- Student must read the Refund Policy and Procedure
- Appellant must complete the *Appeal Application* 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

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

- Student must read the FEE-HELP Review Procedure
- Appellant must complete the *Appeal Application* 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 Re –crediting or Remission of FEE-HELP Debt Form*
- Appellant may submit new evidence that was not previously provided or considered

9.3. Student misconduct

- Student must read the Student Code of Conduct Policy
- Appellant must complete the *Appeal Application* 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

10. Upon receipt of student’s appeal, Deakin College Appeals Committee will acknowledge receipt and provide case reference number within 10 working days, and if required, request for additional information or supporting documentation. A note regarding receipt of and, acknowledgement of appeal to be recorded in the student management system.
11. The student’s appeal is logged in the Deakin College Appeals Register located in the K: drive and an appeal file is created.
12. 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.
13. The appellant may be accompanied by support person who is not a qualified and practising lawyer.
14. Student’s appeal is investigated and considered by Deakin Colleges Appeals Committee or delegate in accordance with the relevant Deakin College Policies and the Deakin College Appeals Policy. The assessment of the appeal must be recorded in the Appeal Assessment Form.
15. Once 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 student’s Deakin College email address and posted to the student’s Correspondence Address recorded in the student management system.
16. The email sent to the student with the outcome notice will be recorded in the student’s file in S: drive.

17. If appeal is successful (in favour of the student), outcome of appeal must be reflected in student's results or enrolment. One or more of the following steps will be taken:
- 17.1. Academic Services to be notified and will make the necessary arrangements for the outcome to be reflected in the student's result or enrolment;
 - 17.2. Admission to be notified of the outcome and will make the necessary arrangements for admission; and/or
 - 17.3. Financial Shared Services to be notified of the outcome and will make the necessary arrangements regarding the refund of fees.
18. If appeal is unsuccessful (upholds Deakin College decision or outcome), student will be advised of right to an external appeal to the Overseas Students Ombudsman (OSO) for international students or, the Victorian Ombudsman for domestic students. For international students who have lodged an external appeal with the OSO, withdrawal or termination of the student's enrolment will not be reported to the appropriate Australian Government agencies until external appeal has been finalised.
19. The outcome of appeal will be recorded in the student management system. Scan student's appeal file and save in K:drive (Compliance → Appeals → Appropriate Trimester folder).

Status and Details

Status	Current
Effective date	8/08/2018
Review date	30/04/2018
Approval Authority	Other
Implementation Officer	Quality and Compliance Manager
Enquiries Contact	Robert Close