

Appeals Procedure

1. Overview

This procedure outlines the process of appealing a decision or outcome made by UC International College (UCIC). This procedure should be read in conjunction with the Appeals Policy.

UCIC policies are published on the UCIC website at: <https://www.ucic.ac.nz/policies>

An appeal is a formal request for a review of a decision. This is separate to a complaint or grievance which is covered by UCIC's Student Complaints Policy.

2. Scope

Any current or prospective student of UCIC who believes that they have received an incorrect or unfair decision is entitled to appeal that decision. Specific grounds for appeal are indicated in Section 3.

3. Procedure

- 3.1 Upon receipt of a decision or outcome made by UCIC, a student (appellant) may appeal the decision by submitting an Appeal Form. The UCIC Appeal form is available from the front desk or by emailing student_services@ucic.ac.nz.
- 3.2 Appeal submissions must be submitted to the Quality and Compliance Coordinator by the due date/time indicated in decision outcome notice. If no due date is indicated, the appeal will be due within five working days of the notification of the decision (email, letter or verbal).
- 3.3 The appellant must complete the Appeal Form to provide the reason for an appeal in the following circumstances:
 - 3.3.1 The appellant believes that the decision by UCIC was not in accordance with the applicable UCIC policy and/or procedure. The appellant must state what UCIC policy or procedure was not followed.
 - 3.3.2 The appellant wishes to submit key new information that was not known or not available at the time the initial decision was made. The appellant must state why this information was not provided at the time the initial decision was made. (For example, if information was not submitted to the Academic Progress and Discipline Committee during a review of enrolment process, a reason why must be stated).
- 3.4 An appellant appealing against a decision due to new information or evidence previously not provided or considered must submit the new information with the Appeal Form within the date the appeal is due.

3.5 Academic Appeals

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

3.6.1 Academic Integrity

Student must:

- read the Academic Misconduct decision notification from UCIC
- read the Academic Integrity Policy
- consider whether there are suitable grounds for appeal
- complete the Appeal Form and provide the reason(s) for the appeal
- submit evidence to support the appeal
- submit the appeal before the due date/time

3.6.2 Unsatisfactory Programme Progress

Student must:

- read the Review of Enrolment (Show Cause) decision notification from UCIC
- read the Unsatisfactory Programme Progress Policy
- consider whether there are suitable grounds for appeal
- complete the Appeal Form and provide the reason(s) for the appeal
- submit evidence to support the appeal
- submit the appeal before the due date/time

3.6.3 Attendance

Student must:

- read the Review of Enrolment (Show Cause) decision notification from UCIC
- read the Attendance Policy
- consider whether there are suitable grounds for appeal
- complete the Appeal Form and provide the reason(s) for the appeal
- submit evidence to support the appeal
- submit the appeal before the due date/time

3.6.4 Review of Assessment or Final Grade

Student must:

- read the decision letter from UCIC, following a formal review of marks application
- read the Assessment Policy
- consider whether there are suitable grounds for appeal
- complete the Appeal Form and provide the reason(s) for the appeal
- submit evidence to support the appeal
- submit the appeal before the due date/time

3.6.5 Special Consideration Decisions

Student must:

- read the decision notification from UCIC, following an Application for Special Consideration
- read the Assessment Policy
- consider whether there are suitable grounds for appeal
- complete the Appeal Form and provide the reason(s) for the appeal
- submit evidence to support the appeal
- submit the appeal before the due date/time

3.6.6 Admissions

Student must:

- read the decision notification from UCIC
- read the Entry Requirements Policy or Credit Transfer Process (Recognition of Prior Learning) Policy
- consider whether there are suitable grounds for appeal
- complete the Appeal Form and provide the reason(s) for the appeal
- submit evidence to support the appeal
- submit the appeal before the due date/time

3.7 Non-academic Appeals

Students who intend to appeal non-academic decisions must complete the instructions and provide documents as prescribed below.

3.7.1 Student Misconduct

Student must:

- read the decision letter sent by UCIC
- read the Student Code of Conduct policy
- consider whether there are suitable grounds for appeal
- complete the Appeal Form and provide the reason(s) for the appeal
- submit evidence to support the appeal
- submit the appeal before the due date/time

3.7.2 Deferral and Withdrawal

Student must:

- read the decision notification sent by UCIC
- read the Deferral and Withdrawal Policy
- consider whether there are suitable grounds for appeal
- complete the Appeal Form and provide the reason(s) for the appeal
- submit evidence to support the appeal
- submit the appeal before the due date/time

3.7.3 Refund Policy

Student must:

- read the decision notification sent by UCIC
- read the Refund Policy
- consider whether there are suitable grounds for appeal
- complete the Appeal Form and provide the reason(s) for the appeal
- submit evidence to support the appeal
- submit the appeal before the due date/time

3.7.4 Student Complaints Policy

Student must:

- read the decision notification sent by UCIC
- read the Student Complaints Policy
- consider whether there are suitable grounds for appeal
- complete the Appeal Form and provide the reason(s) for the appeal
- submit evidence to support the appeal
- submit the appeal before the due date/time

3.7.5 Harassment and Discrimination Claim Management Policy

Student must:

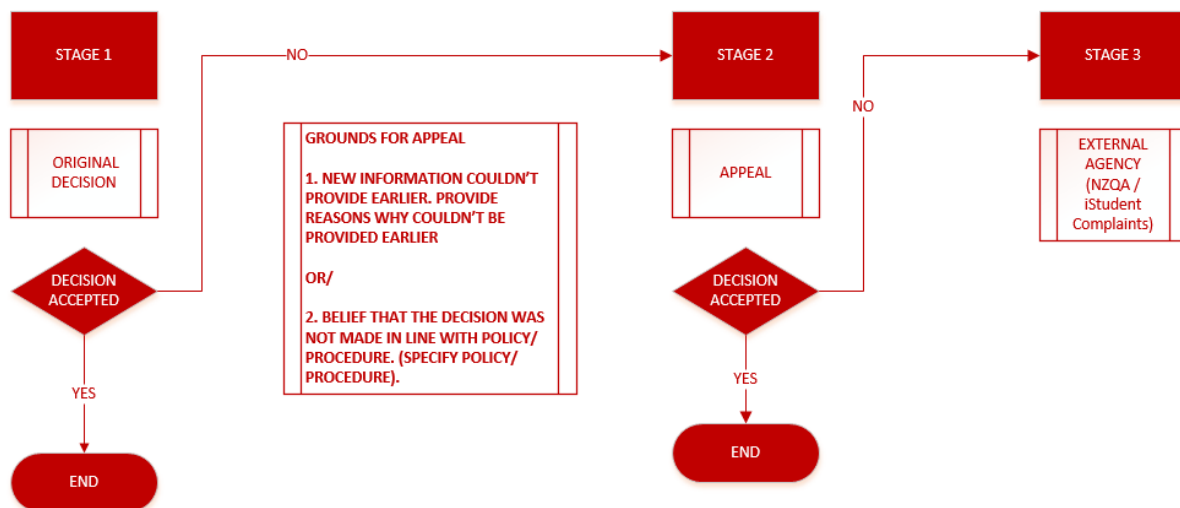
- read the decision notification sent by UCIC
- read the Harassment and Discrimination Claim Management Policy
- consider whether there are suitable grounds for appeal
- complete the Appeal Form and provide the reason(s) for the appeal
- submit evidence to support the appeal
- submit the appeal before the due date/time

3.8 Appeals Process

- 3.8.1 An Appeal Assessor will consider the appeal. In most cases appeals will be UCIC's Appeals and Grievance Committee. (Refer to Appeals Policy).

- 3.8.2 The Appeal Assessor may ask the appellant to present his/her case in person or provide further information. Where an appellant attends an appeals meeting, they may be accompanied by a support person.
- 3.8.3 To avoid any conflict of interest, an alternative senior staff member will replace any Committee member who has been involved in the decision being appealed.
- 3.8.4 Where possible, the Appellant will receive a written response within five (5) working days of the appeal due date. At a minimum, this will consist of a written acknowledgement of the appeal.
- 3.8.5 If the appeal is successful (in favour of the student), the outcome of the appeal will be reflected in the student's results or enrolment as soon as practically possible.
- 3.8.6 If the appeal is unsuccessful (UCIC's decision or outcome is upheld), the student will be advised of his/her right to appeal to an external body. Further information about making a complaint about a provider's compliance with the Code of Practice can be found at: <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

Appendix 1 – Appeals Process



Procedure Title	Appeals Procedure	
Policy Owners	College Director and Principal	
Contact Persons	Quality and Compliance Coordinator	
Key Stakeholders	UCIC Students	
Approval Authority	UCIC Executive Committee	Meeting date approved 10/9/2019
Relevant Legislation	The Education (Pastoral Care of International Students) Code of Practice 2016 (and amendments) and the Private Training Establishment Registration Rules 2013 under section 253 of the Education Act 1989.	
Related Policies	All student policies	
Related Guidelines	Appeal Form	
File information	File number N/A	Version number v1.1
Date Effective	10/9/2019	Next Review Date October 2021