



ACADEMIC APPEALS

1. Definitions

Academic appeals are appeals by students against:

- entry to a programme not allowed
- assessment decisions made by a lecturer and approved by the Programme Coordinator
- Academic Board ratification of result/s (formal appeal)
- Academic Board decision for exclusion on academic grounds before completion of a programme, or failure to reach required standard for the award of a qualification (formal appeal).

2. Responsibilities

2.1 The Chief Executive (CE) (or delegate)

- Considering an appeal against an academic decision.
- Determining whether an appeal to the Academic Board is admissible.

2.2 The Academic Services Administrator (Secretary to Academic Board)

- Administering procedures for an appeal against results which have been ratified by the Academic Board.
- Entering all appeals in the Appeals File.

3. Purpose

To allow for academic decisions to be reconsidered where a student considers they may have been disadvantaged.

4. Policy

- 4.1 Disagreement with academic decisions does not in itself constitute grounds for a request for reconsideration by a candidate.
- 4.2 Disagreement with the academic judgement of the Academic Board does not in itself constitute grounds for a request for reconsideration by a candidate.
- 4.3 The CE (or delegate) will reconsider an academic decision if satisfied that:
 - The assessment was not conducted in accordance with the regulations for the course; or
 - The student's performance in the assessment was adversely affected by illness or other factors which she or he was unable, or for valid reasons unwilling, to divulge before the provisional decision was reached.

- 4.4 All formal appeals must be lodged in writing with the Academic Services Administrator within seven (7) days of confirmation of the result by the Programme Coordinator, or within seven (7) days of ratification of that result by the Academic Board.
- 4.5 The Academic Board is required to reconsider a decision if it is satisfied that there has been a material or significant administrative error.
- 4.6 An appeal may be made in writing by a student against an Academic Board ratification of a result and on payment of a fee of \$100.
- 4.7 Appeals against an Academic Board ratification will be considered by the Academic Board as soon as possible and normally within twenty-eight (28) days of a valid appeal being lodged.
- 4.8 Appeals against an Academic Board decision for exclusion before completion of a programme may be made in writing by a student and on payment of a fee of \$100. Grounds for the appeal are:
- circumstances of significant influence adversely affecting the student's performance, which the student was unable, or for valid reasons, unwilling to divulge
 - sound evidence of unsatisfactory instruction which the student was unable, for valid reasons, unwilling to raise as problematic.
- 4.9 Students will be advised in the outcome letter/email of the contact details of external parties for appeals should they wish to pursue the matter outside of PIHMS having exhausted internal avenues.
- 4.10 All appeals will be entered in the Appeals File.

5. Procedure

5.1 Appeal against entry not allowed or academic decision

Step	Responsibility	Record
1. Discuss issue with appropriate academic staff.	Student	
2. If not resolved, lodge an appeal verbally or in writing with the Academic Services Administrator within seven (7) days.	Student	Letter/email if appropriate
3. Forward appeal to the CE (or delegate) with attached documentation/evidence.	Academic Services Administrator	Email
4. Consider the evidence and make a decision on the appeal and advise Academic Services Administrator of the outcome.	CE (or delegate)	Email

5. Advise student of the outcome of the appeal within seven (7) days of receipt of the appeal and enter in Appeals File.	Academic Services Administrator	Letter/email if appropriate Appeals File
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5.2 Formal appeal against Academic Board ratification of a final grade for a course

Step	Responsibility	Record
1. Lodge an appeal against Academic Board ratification of a result with Academic Services Administrator within seven (7) days of ratification.	Student	Letter/email
2. Gather evidence and request response from Programme Coordinator and Lecturer(s) and advise CE.	Academic Services Administrator	
3. Determine whether appeal is admissible: <ul style="list-style-type: none"> Advise student in writing immediately; if grounds for appeal found, advise student: <ul style="list-style-type: none"> to submit a written statement for consideration by the Academic Board, and the right to support and/or witness. 	CE Academic Services Administrator	Letter/email
4. Submit appeal to Academic Board for consideration.	Academic Services Administrator	Academic Board Agenda paper
5. Consider appeal evidence and: <ul style="list-style-type: none"> reject appeal, or uphold appeal and require the final grade to be amended or declare examination null and void and require re-examination. 	Academic Board	Minute
6. Advise student in writing of Academic Board decision within two (2) days of the	Academic Services Administrator	Letter Appeals File

Academic Board meeting, giving reasons. Enter in Appeals File.		
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5.3 Formal appeal against Academic Board decision for exclusion/withdrawal of a student on academic grounds before completion of a programme

Step	Responsibility	Record
1. Lodge an appeal with the Chief Executive in writing against the decision of the Academic Board for exclusion/withdrawal. Appeal to be lodged within ten (10) working days of the date of letter of notification from Academic Board.	Student	Appeal letter
2. Consider appeal and advise student of the outcome.	CE and Academic Services Administrator	Letter
3. Enter in Appeals File	Academic Services Administrator	Appeals File

6. Record Management

Record	Responsibility	Filed	Retention Time
Letters/emails	Academic Services Administrator	Appeals File	7 years
Academic Board Minutes	Academic Services Administrator	Q:Drive/Academic Board	7 years

7. Quality Standard

This policy is written to comply with:

NZQA Private Training Establishment Registration Rules 2021 – specifically Clauses 4.1 (vii) and 6.1.7 (a) and (b)

Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 – The Code