

# Student Appeals Policy & Procedure (Professional Year Program)



<b>Date Updated:</b>	November 2015
<b>Approved by:</b>	
<b>Responsible Faculty/Department:</b>	Academic Directors, PYP Coordinator, Appeals Committee
<b>Related Documents</b>	Student Appeals Procedure, Student Admissions Procedure
<b>Related Forms</b>	
<b>Date of Next Review:</b>	

## 1. Scope

This applies to all students (applicants and current) and staff involved in the Professional Year Program (PYP) appeals process.

## 2. Policy

In line with TWLI Mission, the institute aims to promote and maintain an open and supportive learning environment within which students can optimise their personal, academic and professional development. The aim of the Student Appeals Policy and its associated guidelines is to provide processes that enable student concerns to be addressed quickly, without fear of reprisal pertaining to the source of the concern as practicable.

The William Light Institute (TWLI) is committed to developing and maintaining an effective, timely, fair and equitable appeals process which is easily accessible to all students.

### 2.1 A person or committee handling an appeal will:

- deal with the matter consistently, fairly and proceed in the way that is appropriate
- determine the matter on the basis of evidence provided by the student and/or TWLI
- give the student a copy of, or an opportunity to inspect, all documentation relevant to the subject matter of the appeal
- give the student a reasonable opportunity to make a case in writing and/or to appear before that person or committee
- give the student at least five working days' written notice of the date, time and place of any meeting or hearing regarding the appeal
- allow the student and any support person from the institute to be present at any meeting regarding the appeal, except when members of the committee wish to privately consider their decision.

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2.2 No person will be discriminated against because he/she lodges an appeal.

2.3 A student may lodge an appeal in respect of the following academic decision:

- Admissions
- Enrolment
- Fees, charges and refund
- Academic status
- Deferred assessment
- Recognition of prior learning
- Academic Misconduct
- Graduation
- Exclusion
- Matters relating to financial liability.

### 3. Procedure

This policy does not limit the right of a student to seek the assistance of an external person or agency to resolve an appeal. If an appeal is referred to an outside body, TWLI may suspend its processes pending the outcome of the external review.

#### 1. Lodgment of appeal

- An appeal must be in writing, must set out the grounds for the appeal and should include supporting material, such as previous correspondence and a description of the actions taken to resolve the matter
- A student must deliver the appeal documents to the relevant office by post or by hand or by e-mail
- A student who needs assistance in lodging an appeal should contact the Student Support Officer to direct on who can assist the student with the appeal process.

#### 2. Throughout the appeal process:

- the appeals committee will provide the student with reasons and full explanation in writing for decisions
- TWLI will treat the appeal seriously, impartially and sensitively; and
- confidentiality is observed by all parties concerned.

3. At any time during the appeals process, the student may withdraw their appeal. Once withdrawn, the student cannot raise the matter again unless the student can provide significant new information relevant to the appeal.

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4. A continuing student who is awaiting the outcome of their appeal may attend classes if the classes has commenced until they are notified of the outcome of the appeal.
  - A student who choose attend classes whilst an appeal is being processed is liable for fees applicable to the subjects they enrolled in.
5. When a student's appeal against exclusion is upheld, the exclusion will be revoked and the student must continue to attend classes and submit all required assessments.
6. When a student's appeal against exclusion is denied, the student must cease attending classes immediately and can apply for refund (see refund policy).

### 3.1 Composition of the Appeals Committees

- Student Appeals Committee shall consist of the following:
  - Any member of the Academic Board who is not a staff
  - A senior academic staff member appointed by the Academic Board
  - Two Academic Staff
  - TWLI Student Representative (or a student nominated by the student appealing)
  - Administrative staff who is appointed as the secretary (non voting).
- The Academic Director and the PYP Coordinator cannot be members of the Student Appeals Committee
- Student Appeals Hearing Panel shall consist of the following:
  - three members from the appeals committee; and
  - member of staff from the course the student is enrolled in.
- Student Appeals Committee and Panel members are not permitted to consider an appeal concerning their own faculty or an appeal that might expose them to a real or perceived conflict of interest – such as being acquainted with an individual who is connected to the appeal
- Members of the Appeals Committee must declare any conflict of interest as soon as they are aware of it and withdraw from the hearing.

Version Control	Date Revised	Revised by	Amendment
1	November 2015	R Abadia	Customised for PYP