

Academic Appeals Policy and Procedure

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Business Owner: Deputy Vice-Chancellor, Student Life
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1. KAUPAPA HERE | POLICY

Students may raise an academic appeal with Lincoln University.

Appeals will be considered by the appropriate staff member and

resolved fairly, equitably, transparently, timely and confidentially.

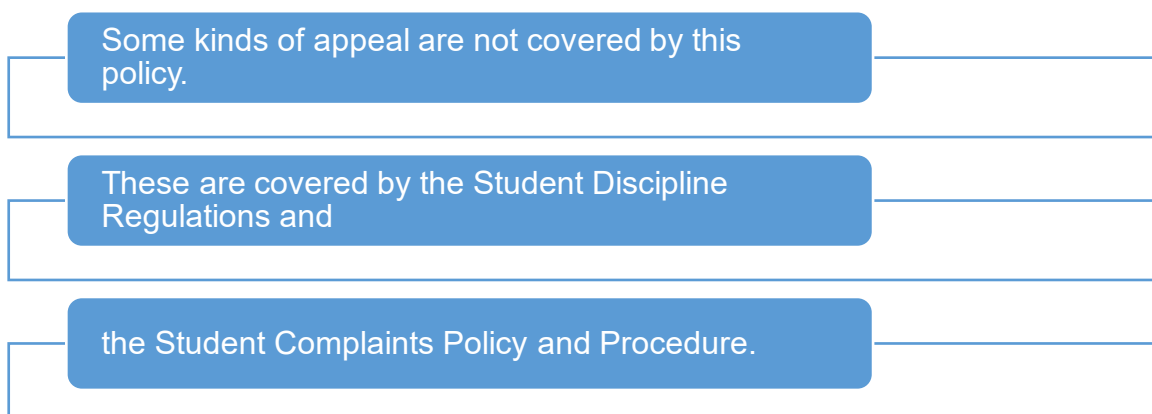
Te Whare Wānaka o Aoraki Lincoln University (hereafter Lincoln University) affirms that students may raise an academic appeal by making a formal request for a review of an academic decision. The consideration of such requests aligns with the University's values of students at our core and integrity: doing the right thing in a reliable way.

Each appeal will be considered by the staff member who holds the appropriate delegation (see section 3). In the event of a conflict of interest, the staff member with the delegated authority will recuse themselves and appoint a nominee to consider the appeal. All academic appeals will be considered and resolved in a fair, equitable, transparent, timely and confidential manner.

This policy applies to all students enrolled in Lincoln University courses and programmes, including courses and programmes provided with delivery partners and/ or online. Contracted providers and delivery partners will clearly publicise the academic appeals policy and procedure to their staff and students, and ensure it is accessible.

All steps in this policy and procedure may be undertaken by the use of assistive technology, including where this is used as an alternative to writing. Where needed, a written record will be taken of communication made via assistive technology to support the equity, transparency and confidentiality of the process.

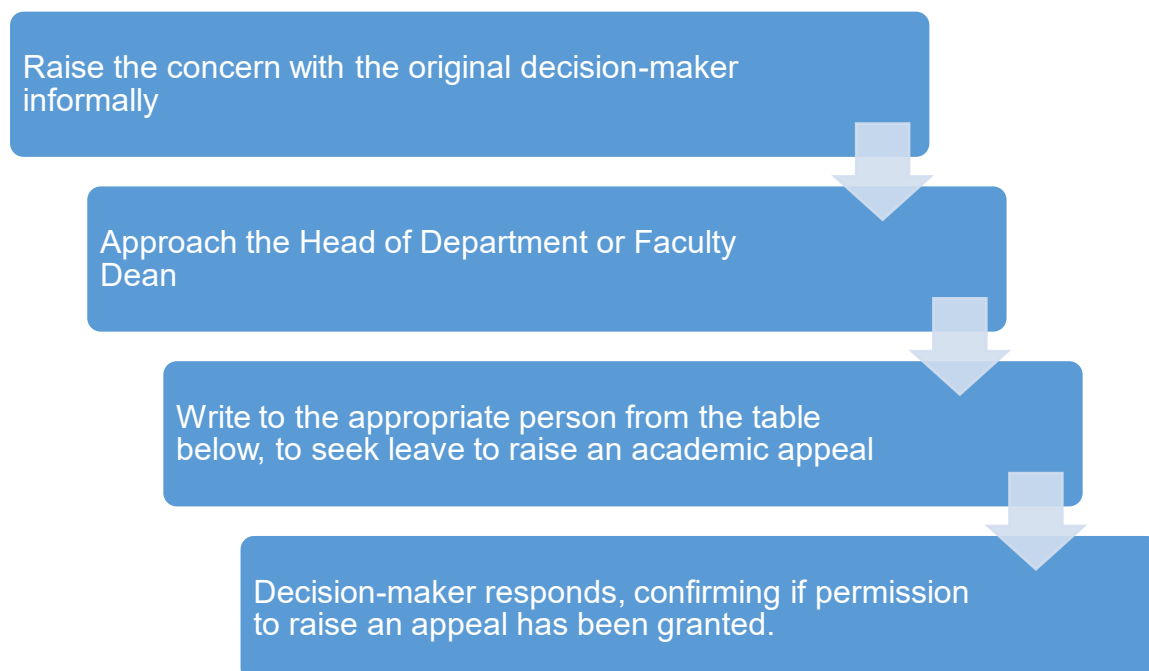
2. LIMITS OF THIS POLICY



This policy excludes appeals of student discipline decisions from the Proctor or the Disciplinary Committee, which are dealt with under the Student Discipline Regulations, located in the *Lincoln University Calendar* and the Policy Library. It also excludes student complaints, which are dealt with in the Student Complaints Policy and Procedure in the Policy Library.

3. RAISING AN ACADEMIC APPEAL

Information for students on support services available for raising an appeal is provided in section 5.



In all instances and before raising an academic appeal, the student should first raise the concern with the original decision-maker informally, unless it is not appropriate to do so. Where it is not appropriate to raise the concern with the original decision-maker, the student should approach the Head of Department or Faculty Dean.

If the concern cannot be resolved by raising it with the original decision-maker and/ or the Head of Department or Faculty Dean, the student may seek leave to appeal by writing to the addressee(s) in the table below, either directly, or via LUSA as an independent third party.

The decision-maker will confirm in writing for the student whether permission to raise an appeal has been granted, and the reasons for this decision. They may direct the student to raise the concern with the original decision-maker, Head of Department and/ or Faculty Dean, if in their view it is appropriate to do so, before an academic appeal will be considered.

The following are the most common types of academic appeal that a student may raise; however, this list is not exhaustive. Academic appeals should normally be raised as soon as possible after the above steps have concluded. Lincoln University may decline to consider historical academic appeals where there is no compelling explanation for the delay.

Information on how to apply for a recount and/or reconsideration, which must be done before a request for review of a course grade, can be found on Akoraka | Learn via the Exams and Assessments | Applying for an Aegrotat menus.

Further information on the types of academic appeal that can be considered for postgraduate research is contained in the *House Rules*. A student who has a query regarding whether permission to raise an appeal may be raised for a concern should contact the support services noted in section 5.

Different types of academic appeal can be made at different times

Different types of academic appeal are considered by different people.

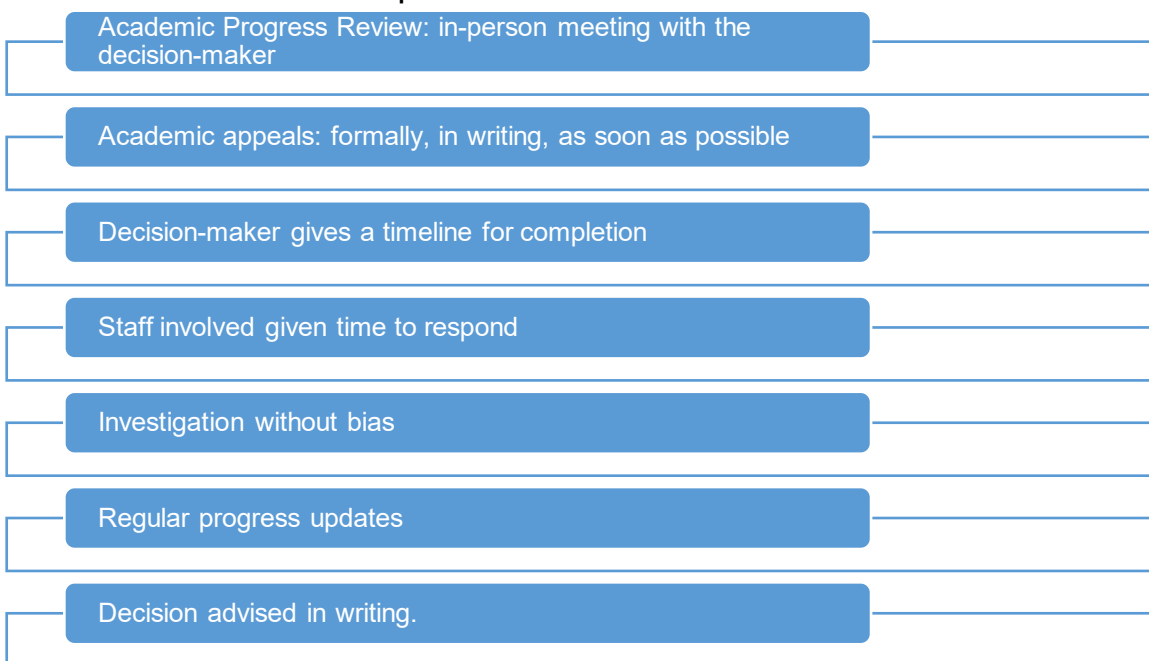
| Type of academic appeal | When an appeal can be made | Where to address the appeal | Who considers the appeal |
|--|--|---|--|
| Review of an unsuccessful aegrotat application | When an aegrotat application has been declined | Convenor, Academic Administration Committee | Convenor, Academic Administration Committee |
| Review of a course grade. Note: reviews of grades for in-term assessment will normally be reserved until the course grade has been awarded. | After the release of semester or summer school results and following unsuccessful recount and/or reconsideration applications. | Examinations Office | Convenor, Academic Administration Committee |
| Review of a decision regarding unsatisfactory progress in research | When the outcome of a review of progress in research has been communicated by the faculty | Convenor, Academic Administration Committee | Postgraduate Subcommittee of the Academic Administration Committee |

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|---|--|--------------------------------------|--------------------------------------|
| Review of a decision regarding unsatisfactory academic progress | When the outcome of an academic progress review has been communicated by the Convenor of the Academic Administration Committee | Deputy Vice-Chancellor, Student Life | Deputy Vice-Chancellor, Student Life |
|---|--|--------------------------------------|--------------------------------------|

4. HE TIKAKA WHAKAHAERE | PROCEDURE AND TIMELINES



Where a student's enrolment is under consideration as the result of an academic progress review, the principles of natural justice shall apply and the student will be invited to meet and/or submit materials in support of their case before a decision is reached. A student invited to attend such a meeting may bring a support person or people with them.

For subdegree, undergraduate and taught postgraduate students, the meeting will normally be held with the Convenor of the Academic Administration Committee. For postgraduate research students, the meeting will normally be held with either the Postgraduate Subcommittee of the Academic Administration Committee, or with the full Committee by request.

For all academic decisions, academic appeals should be submitted formally and in writing to the appropriate addressee. The appeal should be made as soon as possible after the decision that the appeal addresses. For in-term appeals, this is normally within five working days. For end-of-term or research appeals, this is normally within ten working days.

When an appeal is received, the person who considers the appeal will acknowledge its receipt in writing, normally within three working days, and give an indicative timeframe for investigation and completion. They will advise the student of the process they will use to investigate the appeal.

When an academic appeal is raised, the staff involved in the appeal have the right to be informed in a timely manner about the appeal and be given a reasonable time to respond.

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An appeal investigation will normally consist of a review of the circumstances and evidence by which the previous decision was reached. It may also include requesting further information from the student, course examiners or research supervisors regarding the decision under appeal. The person considering the appeal must consider all circumstances and evidence without bias in accordance with the responsibilities and delegations noted in section 9.

The length of time to investigate and resolve an appeal will vary depending on the nature of the appeal. Where the time taken is longer than one week, the person who considers the appeal will normally provide regular progress updates every 1-2 weeks to the student who has raised the appeal.

When the person considering the appeal has reached a decision, they will write formally to the student advising them of the outcome of the appeal and the reasons for the decision.

5. ASSISTANCE AND SUPPORT

External advocates who can assist with the preparation of an academic appeal are noted in section 8 of this policy and procedure.

Assistance is available from university support services and LUSA.

Support services and advocates may ensure that appeals are heard in a culturally appropriate manner

University staff cannot write appeals for students.

Assistance is available from university support services to facilitate the raising of an academic appeal. University support services include the Student Experience Manager, Student Health and Counselling, Wellbeing and International Student Advisors, Te Manutaki and Inclusive Education. Postgraduate research students can also receive guidance on the appeals process from the Postgraduate Research Director. Students may also request support and guidance from LUSA as an independent third party, who may assist in preparing the complaint.

This assistance is to ensure that the student has had the opportunity to understand the appeals procedure and that the University is able to give due consideration of the cultural and other factors that may be relevant in how the student raises their appeal, before the appeal is received.

Guidance can be provided by university support staff on the type of content to include in an academic appeal, and the supporting staff member may write a contextual statement which they submit when the student submits the appeal. However, university staff may not prepare an academic appeal on behalf of a student.

University support services and/or student advocates may contact in advance the person or group who will consider the appeal to ensure that the student is able to raise an appeal in a culturally appropriate and safe environment, and to confirm any arrangements that support

this. This may include the use of assistive technology, the student making an oral submission in addition to submitting an appeal in writing, holding a meeting in a specific location on campus, or other agreed-upon actions.

6. POST-DECISION DEBRIEF

If everyone agrees, the student and the decision-maker can discuss the outcome at a post-decision debrief.

If an appeal is upheld, the decision-maker will tell the relevant manager.

Following the formal decision of an academic appeal, a student will be invited to request a post-decision debrief in which, if all parties are willing, the student may meet with the decision-maker and any other relevant parties, to discuss the outcome of the process and any available next steps.

Where an academic appeal has been upheld, the decision-maker will brief the relevant Dean, Director or line-manager and, in the case of postgraduate research academic appeals, the Director of Postgraduate Research. This forms part of the University's accountability to students to address any identified shortcomings arising from the appeal process.

In support of continuous improvement and with the consent of the student, Student Experience may seek feedback on the appeal process when an appeal is concluded. This is to provide a safe option for students to give feedback independent of the appeal process and to allow this feedback to be used, where appropriate, for future policy review.

7. RIGHT OF FURTHER APPEAL

There is no automatic right to further appeal

There is a process to request permission to make further appeal

Further appeals are considered by specific people listed below.

There is no automatic right to further appeal. If a student is not satisfied with the outcome of an academic appeal, they may in some circumstances apply to raise a further appeal with a higher authority within the university. Permission to raise a further appeal will only be granted when

- there is evidence that procedure has not been followed, or
- the decision is manifestly unjust. Manifestly unjust means that the consequences of the decision are out of all proportion to reasons for the decision, or
- there is new relevant evidence that has not been considered.

Where a student believes that one or more of the above criteria applies, they may write to the University's legal counsel at appeals@lincoln.ac.nz, requesting permission to raise a further appeal.

Requests for permission of this kind should be made within ten working days of the date of the original decision. If granted, the appeal must include evidence that addresses one or more of the bullet points, above.

Further appeals will be considered by the following people:

| Type of further academic appeal | Who considers the further appeal, when approved |
|--|---|
| Review of an unsuccessful aegrotat application | No further appeal available |
| Review of a course grade | No further appeal available |
| Review of a decision regarding unsatisfactory progress in research | Provost |
| Review of a decision regarding unsatisfactory academic progress | Provost |

8. EXTERNAL ADVOCATES

In addition to those noted at (5), the following external advocates are available to assist with the preparation of academic appeals. Students who wish to use an external advocate should contact the service directly.

1. NZQA manages complaints about alleged non-compliance with the New Zealand Tertiary and International Code of Practice. For more information go to <https://www.nzqa.govt.nz/about-us/make-a-complaint/>.
2. For assistance with financial or contractual disputes with the University, free and independent services can be found via
 - a. iStudent Complaints <https://www.istudent.org.nz/> (international students only)
 - b. Tertiary Education Dispute Resolution <https://tedr.org.nz/> (domestic students only).
3. The Lincoln University Chaplaincy provides independent spiritual support for Lincoln University students. More information can be found at <https://www.lincoln.ac.nz/student-support/spiritual-services/> or by email at chaplains@lincoln.ac.nz.

9. ADDITIONAL RESPONSIBILITIES AND DELEGATIONS

The Vice-Chancellor has overall responsibility for seeking to ensure that when an academic appeal is made it is resolved in a fair and timely manner.

Deans, Directors, Managers and delegation holders are responsible for working with their staff and individuals to support the resolution of academic appeals within their delegated areas of authority.

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Staff who have academic appeals relating to their delegated work responsibilities should enable the resolution of any issue raised in the appeal.