

# Student Appeals Process Flowchart – GI108-02

**Student may appeal:**

- the decision / outcome of a formal complaint
- assessment decision (see ARF Part 3, Section 7)
- breach in academic integrity decision (see ARF Part 3, Section 8)
- outcome of a student disciplinary investigation; outcome of a breach of regulations investigation (see PA101)
- a postgraduate research or scholarship decision (see PA211 and PA212)
- a decision relating to student fees

**Establish one/or more of the following grounds to appeal:**

- New and relevant information has become available that was not, and could not reasonably have been, provided at the time the original decision was made.
- There was a flaw in the process that led to the decision being appealed.
- The decision could not reasonably be sustained on the evidence.
- The disciplinary action taken was disproportionate to the nature and circumstances of the original incident, activity, or behaviour.

Student wants to appeal an outcome or decision within 10 days of notification of the outcome/decision.

Student considers the grounds for an appeal.

Student completes the online [Notice of Appeal Form](#) using their EIT login credentials. The form can also be completed on behalf of the student by the relevant Executive Dean/Director, or with support from the International Student Support Officer or Younited. The form is automatically submitted to the EIT Appeals Officer.

Appeals Officer enters the appeal on the **Appeals Register** and notifies the Chief Executive (CE) (or their Executive nominee).

Appeals Officer acknowledges receipt of the appeal in writing to the student within **three working days**.

CE (or Executive nominee) determines whether there are grounds for appeal.

Yes

No

CE (or Executive nominee) notifies student within **five working days** of the acknowledgment of the appeal being lodged that the appeal will be investigated.

CE (or Executive nominee) decides whether an Academic Appeals Committee (for academic matters) or Appeal Committee (for non-academic matters) is required. If yes, a committee is established.

The investigation is conducted as expeditiously as possible, usually concluding within **one month** of notification to the appellant that the appeal will be investigated.

A decision is made on the outcome of the investigation.

The appellant (and support person/s, where applicable) are informed in writing of the outcome of the appeal within **five working days** of the outcome decision being made

CE (or Executive nominee) notes outcome in the Appeals Register.

Is the student satisfied with the outcome?

Yes

No

No further action required. Where appropriate, action is taken to improve the relevant programme or service to avoid similar appeals arising in future.

Appellant and any support person/s and/or advocate are notified of the decision and reasons within **five working days**.

There is no further internal appeal process available. The student has the right to refer the matter to an external organisation such as [NZQA](#), [Study Complaints | Ngā Amuamu Taurira](#) (Dispute resolutions scheme), [Ombudsman](#), the [Disputes Tribunal of New Zealand](#), or the [Human Rights Commission](#). The student can talk to Younited for guidance. Where appropriate, action is taken to improve the relevant programme or service to avoid similar appeals arising in future.