# Ākonga Appeals Process Flowchart – GI108-01

*Ākonga may appeal:*
- *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 (see QI108 and PI108); outcome of a breach of regulations investigation (see PA101); OR*
- *a postgraduate research or scholarship decision (see PA211 and PA212).*

Ākonga wants to appeal an outcome or decision.

Ākonga has grounds for an appeal.

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

- There is new information which has a bearing on the matter, and which was previously unavailable (and could not reasonably have been made available at the time the disputed decision was made).
- There was a flaw in the process relating to the decision the ākonga seeks to appeal.
- That the decision of the Investigator could not reasonably be sustained on the evidence.
- That disciplinary action/s taken were out of proportion to the nature of the original incident / activity / behaviour.

Ākonga completes Notice of Appeal Form – **must use** their EIT login credentials. The form is automatically submitted to the EIT Appeals officer.

Appeals officer enters the appeal on the **Appeals Register** and notifies relevant Executive Director / Dean.

Appeals officer replies to the student acknowledging receipt of the appeal.

Executive Director / Dean determines whether there are grounds for appeal.

Yes

Appeals officer notifies ākonga within **three working days** that the appeal will be investigated.

Executive Dean/Director convenes an Appeal Panel and appoints the Panel Chair.

Appeal Panel conducts Appeal Inquiry in as expeditiously as possible, usually within 1 month of acknowledgement of the appeal

Appeals Panel decides whether or not to uphold the Appeal.

Panel Chair informs the appellant and their support person/s and/or advocate in writing of the Appeals Panel's decision, within **five working days** of the decision being made.

Appeals Officer notes outcome in the Appeals Register.

Is ākonga satisfied with the outcome?

Yes

No further action required

No

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

Appeal the decision to the Business Division Lead **within 7 days.** Apply in writing with supporting evidence attached. Appeals officer enters the appeal on the **Appeals Register.**

Business Division Lead gathers further evidence as needed and decides whether or not to uphold the appeal.

Business Division Lead communicates outcome to ākonga and relevant parties. Appeals officer adds details of the outcome to the Appeals Register.

Is ākonga satisfied with the outcome?

Yes

No

There is no further internal appeal process available. Appellant has the right to refer the matter to an external organisation such as NZQA , Study Complaints, Ombudsman, the Disputes Tribunal of New Zealand, or the Human Rights Commission. Talk to Younited for guidance.

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