

This document supports the *Appeal Procedure (Academic)* by providing an overview of key points about the appeal process as they relate to students. It should be read in conjunction with the *Appeal Procedure (Academic)*.

Avondale University's appeal process makes it possible for a student to request a review of a decision that concerns their enrolment status or course progression. This includes but is not limited to:

- course or unit enrolment
- status of probation
- study load
- assessment
- review of a grade
- advanced standing
- eligibility for graduation
- academic integrity
- exclusion
- thesis examination

At any stage of the appeal process students may seek confidential, independent advice from Student Life Services.

When can I make an appeal?

To make an appeal students must have reasonable grounds as to why the decision made by the original decision-maker was inappropriate.

Generally, applications to appeal a decision must be based on evidence that the original decision-maker:

- a) failed to follow Avondale policy and/or procedure; and/or
- b) applied the policy or procedure to the student in an unreasonable or prejudicial manner; and/or
- c) failed to consider relevant information which may have materially affected the decision.

For a review of grade, specifically, students must be able to demonstrate that:

- a) the Unit Information, Unit Outline and/or LMS was not prepared in accordance with the Assessment Policy (HE Coursework) and Assessment Procedure (HE Coursework);
- b) the assessment requirements as specified in the Unit Information, Unit Outline and/or LMS were varied in an unreasonable way;
- c) assessment requirements specified in the Unit Information, Unit Outline and/or LMS were unreasonably or prejudicially applied to the student;
- d) an error occurred in the computation of the grade; or
- e) appropriate consideration has not been paid to the evidence of illness or misadventure that was previously provided to the University as part of an application.

The appeal must be submitted within 10 working days of the date on which the original decision was communicated, unless there are extenuating circumstances, which must be documented.

Appeals regarding administrative discontinuation and/or exclusion cannot be made during a show cause process.

What information and documentation are needed for an appeal?

Students must provide sufficient supporting documentation demonstrating at least one of the grounds for appeal. Where obtaining evidence for some specific matter is impossible, a statutory declaration may be acceptable.

The appropriate statutory declaration form and information about using a statutory declaration can be obtained from: <https://www.jp.nsw.gov.au/Pages/justices-of-the-peace/nsw-statutory-declaration.aspx>

How do I submit an appeal?

For appeals of an academic nature, students must submit a [Stage 1 Appeal Form](#) online.

Prospective students seeking to appeal against an academic decision must use the Non-Enrolled Student Academic Appeal Form, found [here](#).

Students who are enrolled in an Avondale VET course through VET in Schools and who wish to appeal an academic decision may initiate the process through their school-nominated VET liaison who can contact the VET Coordinator by email at VETadmin@avondale.edu.au.

Appeals cannot be made by a third party (e.g. friend, family member, or legal or other representative), but must be made by the student.

What are the possible outcomes of an appeal?

An appeal may be denied, upheld, or upheld with conditions.

In the case of an appeal against a grade, the result may be that the final grade is either retained, raised or lowered.

Students should note the following:

- If the necessary documentation is not included with the application, the application will not be considered.
- An application which does not state the grounds for appeal included in this procedure will not be considered.
- An application which does not satisfy the grounds for appeal included in this procedure will not be considered.

When will I know the outcome of my appeal?

Students will normally receive a formal response with the outcome of their appeal within 15 working days.

Can I continue my studies while an appeal is being considered?

While an academic appeal is being considered, unless otherwise directed by the decision-maker overseeing the appeal response and/or Director, Student Administration Services, a student who has submitted an appeal should continue to enrol in and attend units available to them in their course of study, subject to meeting prerequisites.

A student may in some instances be prevented from commencing their placement/ practicum until the appeal is resolved.

International students on a student visa will be informed by Student Administration Services of any implications regarding the status of their Confirmation of Enrolment.

What can I do if I believe I have grounds to appeal the outcome of the appeal process?

The appeal process is broken into 3 stages.

If a student believes the outcome of a Stage 1 appeal warrants subsequent appeal on procedural grounds, they may lodge a Stage 2 appeal.

If a student believes the outcome of a Stage 2 appeal warrants subsequent appeal on procedural grounds, they may lodge a Stage 3 appeal.

Any appeal at Stage 2 or 3 will not be considered if it simply consists of a re-submission of the appeal presented in the previous stage.

If not satisfied with the outcome of the appeal process, a student may choose to appeal to outside authorities including, for example:

- [NSW Fair Trading Office](#)
- [Study Assist](#)
- [ASQA](#)
- [Human Rights and Equal Opportunity Commission](#)
- [Anti-Discrimination Board of NSW](#)
- International Students on a Student Visa may appeal to the relevant Ombudsman. See the following link: <https://www.ombudsman.gov.au/making-a-complaint/overseas-students>

In most cases the purpose of an external appeals process is to consider whether Avondale has followed its policies and procedures, rather than make a decision in its place.