

## Student Review and Appeals Policy

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<b>Document No</b>	2019/1001122
<b>Description</b>	This policy and the <i>Student Review and Appeals Procedures</i> provide the mechanism for a student to request a review of and/or appeal a decision of the University which has not been made in accordance with the expectations set down in the Student Charter or the University's policies and procedures.

### Related documents

[Student Charter](#)

[Student Review and Appeals Procedures](#)

[Staff Guidelines on Decision-Making in Student Cases](#)

[Review of Decision Form](#)

[Academic Transcripts](#)

[Application for Removal of Exclusion \(Disciplinary\) Noting from Transcript](#)

[Records Management Policy](#)

[Student Complaints Policy](#)

[Student Complaints Procedures](#)

[Student Misconduct Policy](#)

[Student Misconduct Procedures](#)

[Student Academic Misconduct Policy](#)

[Academic Misconduct Policy – Higher Degree Research Candidates](#)

[Institutional Framework for Promoting Academic Integrity Among Students](#)

[Assessment Policy](#)

[Academic Standing, Progression and Exclusion Policy](#)

[Code of Conduct](#)

[Griffith University Privacy Plan](#)

[Role Statement Course Convenor](#)

[Role Statement Program Director](#)

[Queensland Ombudsman](#)

[\[Scope\]](#) [\[General Principles\]](#) [\[Reviewing and Appealing Decisions\]](#) [\[Definitions\]](#)

## 1. SCOPE

This policy and its processes as specified in the *Student Review and Appeals Procedures* apply to all students (non-award, undergraduate, postgraduate and research) of the University who request:

- a review or appeal of an academic decision (the exercise of academic judgement) of the University in relation to their studies

- a review or appeal of an administrative decision (the application of policy and process) of the University in relation to the student

regardless of the location of those studies and whether they are conducted on-campus or off-campus.

Students have the right to request a review of or appeal a decision, in accordance with this policy and the *Student Review and Appeals Procedures*. Such applications to the University are considered with courtesy, with due regard to confidentiality, and without fear of prejudicial treatment. All students are afforded procedural fairness as set out in this policy and the *Student Review and Appeals Procedures*, being a fair opportunity to present their case (including to respond to adverse material before the decision-maker) and the right to have a decision made by an unbiased decision-maker. However, students are also required to act responsibly and not seek reviews or lodge appeals for trivial or vexatious reasons. Students are expected to provide serious reasons and factual evidence in support of an appeal or request for review. The University will not set aside a decision simply because the student disagrees with it.

Requests to review or appeal a decision are to be resolved in a timely fashion.

This policy is supported by the *Student Review and Appeals Procedures*. *The Student Review and Appeals Policy* and *Student Review and Appeals Procedures* are complementary and should be considered in conjunction with each other.

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## 2. GENERAL PRINCIPLES

As a general principle staff and students are mutually responsible for resolving problems through discussion and/or in writing quickly at the local level, limiting the number of people involved to a minimum, for the purpose of avoiding an escalation of the problem in scope and impact. To this end, the University provides online student application business systems for activities such as student assessment where high volume time-critical decisions are being made and reviewed.

In resolving problems, interactions amongst students and staff, including those mediated through online application business systems, are to be based on mutual respect, fairness and fulfilment of their obligations as specified in the Student Charter.

When a student requests a review of, or appeals, a University decision the student may also have a complaint about their treatment, quality of a service or conduct of staff or students. The review officer or appeal body may not be in a position to respond to the complaint when considering the review or appeal. In such instances, the student may make a complaint in accordance with the *Student Complaints Policy*, which will be considered separately from the review or appeal of the decision by the appropriate University officer, in accordance with the *Student Complaints Policy*.

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## 3. REVIEWING AND APPEALING DECISIONS

### 3.1 Decisions that May be Reviewed and Appealed

University decisions which may be reviewed and/or appealed are set out in the tables below. A student may seek to review or appeal the decision where the student considers it was an unreasonable decision. There are a number of decisions for which the University does not afford the student an opportunity for appeal to the University Appeals Committee, these are set out in [Tables 2](#) and [3](#). In such cases the decision of the Relevant Senior Officer (as the review officer or the appeal body as the case may be) is final.

### 3.2 Decision-Makers

The following tables set out the relevant decision-maker, review officer and appeal body by decision type. [Tables 1](#) and [2](#) apply to academic decisions. [Table 3](#) applies to administrative decisions.

Where a person holding a position specified in [Tables 1](#), [2](#) and [3](#) below is unable to fulfil the role required for a particular matter (including because the person has an actual or perceived conflict of interest), the Deputy Registrar shall appoint a suitably qualified person to act in the specified position for the purpose of considering that particular matter.

**Table 1 Academic Decisions for Appeal to University Appeals Committee**

Decision Type	Step 1 Decision-Maker	Step 2 Review Officer <i>Use Review of Decision Form</i>	Step 3 Appeal Body <i>Use Review of Decision Form</i>
<b>Academic Progress</b>			
Academic Standing – Exclusion as provided for in the <a href="#">Academic Standing, Progression and Exclusion Policy</a>	Program Director	Dean (Learning & Teaching)	University Appeals Committee
Restricting participation or completion of required professional practice as provided for in the <a href="#">Inability to Complete Required Components of Professional Qualification Policy</a>	Program Director	Dean (Learning & Teaching)	University Appeals Committee
Unfit to Study and involuntary leave of absence imposed – Non-award, Undergraduate and Postgraduate students, as provided for in the <a href="#">Student Wellbeing and Safety Policy</a>	Program Director	Dean (Learning & Teaching)	University Appeals Committee
Unfit to study and enrolment in the program is terminated – Non-award, Undergraduate and Postgraduate students, as provided for in the <a href="#">Student Wellbeing and Safety Policy</a>	Program Director	Dean (Learning & Teaching)	University Appeals Committee
Unfit to Study and involuntary leave of absence imposed – HDR Candidature, as provided for in the <a href="#">Student Wellbeing and Safety Policy</a>	Dean (Griffith Graduate Research School)	Deputy Vice Chancellor (Research)	University Appeals Committee
Unfit to study and enrolment in the program is terminated – HDR Candidature, as provided for in the <a href="#">Student Wellbeing and Safety Policy</a>	Dean (Griffith Graduate Research School)	Deputy Vice Chancellor (Research)	University Appeals Committee
<b>Assessment</b>			
Penalty for academic misconduct for undergraduate and postgraduate coursework students as provided for in the <a href="#">Student Academic Misconduct Policy</a>  This does not include an educational response to a finding of academic misconduct, which is dealt with in <a href="#">Table 2</a> .	Course Convenor refers a Tier 2 concern of academic misconduct to Dean (Learning & Teaching)	Dean (Learning & Teaching)	University Appeals Committee
Honours Classification or the grade awarded for the dissertation as provided for in <a href="#">Bachelor Honours Degree (AQF Level 8) Policy</a>	Honours Program Director	Dean (Learning & Teaching)	University Appeals Committee
Penalties for, and findings of, academic misconduct against Higher Degree Research Candidates as provided for in the <a href="#">Academic Misconduct Policy – Higher Degree Research Candidates</a>	Dean Griffith Graduate Research School	Deputy Vice Chancellor (Research)	University Appeals Committee
<b>Enrolment</b>			
Termination of enrolment in a professional program due to restriction against the student undertaking professional practice as provided for in the <a href="#">Inability to Complete Required Components of Professional Qualification Policy</a>	Program Director	Dean (Learning & Teaching)	University Appeals Committee

<b>Decision Type</b>	<b>Step 1 Decision-Maker</b>	<b>Step 2 Review Officer</b> <i>Use Review of Decision Form</i>	<b>Step 3 Appeal Body</b> <i>Use Review of Decision Form</i>
Termination of Honours candidature	Honours Program Director	Dean (Learning & Teaching)	University Appeals Committee
Termination of HDR candidature	Dean Griffith Graduate Research School	Deputy Vice Chancellor (Research)	University Appeals Committee
<b>Graduation</b>			
Eligibility to graduate – Undergraduate and Postgraduate Coursework	Program Director	Dean (Learning & Teaching)	University Appeals Committee
Eligibility to graduate – HDR (including HDR thesis examination outcome)	Dean Griffith Graduate Research School	Deputy Vice Chancellor (Research)	University Appeals Committee

**Table 2 Academic Decisions for Appeal to Relevant Senior Officer**

<b>Decision Type</b>	<b>Step 1 Decision-Maker</b>	<b>Step 2 Review Officer</b> <i>Use Review of Decision Form</i>	<b>Step 3 Appeal Body</b> <i>Use Review of Decision Form</i>
<b>Academic Progress</b>			
HDR Candidature – review of progress including: <ul style="list-style-type: none"> <li>▪ candidature milestones and progress reports</li> <li>▪ extension of candidature up to six months</li> <li>▪ changes to candidature as provided for in the <a href="#">Schedule of Responsibilities and Authorisation for Research Training Matters</a></li> </ul>	Dean Research	Dean, Griffith Graduate Research School	Deputy Vice Chancellor (Research)
HDR Candidature – review of progress including: <ul style="list-style-type: none"> <li>▪ transfer from Doctoral to Masters candidature</li> <li>▪ Extension of candidature (over six months full-time equivalent), special leave of absence, concurrent program enrolment, remote candidature as provided for in the <a href="#">Schedule of Responsibilities and Authorisation for Research Training Matters</a></li> </ul>	Dean Griffith Graduate Research School	Deputy Vice Chancellor (Research)	No appeal - The Deputy Vice Chancellor (Research)'s decision is final.
<b>Admission</b>			
Rejection of application for admission to Bachelor (Honours) AQF Level 8 program (end-on and embedded)	Honours Program Director	Dean (Learning & Teaching)	No appeal - The Dean (Learning & Teaching)'s decision is final.
Academic Standing - Readmission after Exclusion as provided for in the <a href="#">Academic Standing, Progression and Exclusion Policy</a>	Program Director	Dean (Learning & Teaching)	No appeal - The Dean (Learning & Teaching)'s decision is final.
Rejection of application for admission to HDR programs including Masters Research	Dean Griffith Graduate Research School	Deputy Vice Chancellor (Research)	No appeal - The Deputy Vice Chancellor (Research)'s decision is final.

Decision Type	Step 1 Decision-Maker	Step 2 Review Officer <i>Use Review of Decision Form</i>	Step 3 Appeal Body <i>Use Review of Decision Form</i>
<b>Assessment</b>			
Educational response to a finding of academic misconduct– undergraduate and post-graduate coursework students as provided for in the <a href="#">Student Academic Misconduct Policy</a>	Course Convenor	Dean (Learning & Teaching)	No appeal - The Dean (Learning & Teaching)'s decision is final.
Grades as provided for in the <a href="#">Assessment Policy</a> .	Course Convenor	Chair, School Assessment Board	Dean (Learning & Teaching)
Application for Deferred Mid-Trimester exams as provided for in the <a href="#">Assessment Policy</a> .	Course Convenor	Chair, School Assessment Board	Dean (Learning & Teaching)
Application for Special Consideration as provided for in the <a href="#">Assessment Policy</a> .	Course Convenor	Chair, School Assessment Board	Dean (Learning & Teaching)
Action taken in relation to inability to locate student assessment item as provided for in the <a href="#">Assessment Submission and Return Procedure</a> .	Course Convenor	Chair, School Assessment Board	Dean (Learning & Teaching)
<b>Credit for Prior Learning</b>			
Award of specified or unspecified credit towards a course as provided for in the <a href="#">Credit and Recognition of Prior Learning Policy</a>	Course Convenor	Program Director	No appeal - The Program Director's decision is final.
Granting advanced standing for a successfully completed prior qualification or approving credit for a successfully completed component of learning as meeting the requirements of the program as provided for in the <a href="#">Credit and Recognition of Prior Learning Policy</a>	Manager, Academic Credit Transfer where the decision is based on an articulation arrangement or established credit precedent.	Program Director	Dean (Learning & Teaching)
<b>Enrolment</b>			
Any academic decision related to course enrolment as provided for in the <a href="#">Student Administration Policy</a>	Course Convenor	Program Director	Dean (Learning & Teaching)

**Table 3 Administrative Decisions for Appeal to Relevant Senior Officer**

Decision Type	Step 1 Decision-Maker	Step 2 Review Officer <i>Use Review of Decision Form</i>	Step 3 Appeal Body <i>Use Review of Decision Form</i>
<b>Accommodation</b>			
Withdrawal of accommodation, welfare and support in accordance with <a href="#">Under 18 International Student Policy and Procedures</a>	Associate Director, International Administration.  For English language students at GELI, Director, Griffith English Language Institute	Vice President (Global)	No appeal - The Vice President (Global)'s decision is final

<b>Decision Type</b>	<b>Step 1 Decision-Maker</b>	<b>Step 2 Review Officer</b> <i>Use Review of Decision Form</i>	<b>Step 3 Appeal Body</b> <i>Use Review of Decision Form</i>
*Breach of residential community standard in accordance with <a href="#">Resolution of Breaches of Residential Community Standards and other Grievances with the Griffith University Residential Colleges Policy</a>	Manager, Griffith Accommodation	Associate Director Campus Service	No appeal - The Associate Director Camp Service decision is final.
<sup>1</sup> Allocation of residential college members to rooms in accordance with <a href="#">Resolution of Breaches of Residential Community Standards and other Grievances with the Griffith University Residential Colleges Policy</a>	Manager Griffith Accommodation	Associate Director Campus Service	No appeal - The Associate Director Camp Service decision is final.
<b>Admission</b>			
Postgraduate admission decision based on assessment of international student's application in relation to English Language requirements in accordance with <a href="#">Postgraduate Programs Admission Policy</a>	Admissions Officer Griffith International	Associate Director, International Administration	Vice President (Global)
Postgraduate admission decision based on assessment of domestic student's application in relation to English Language requirements in accordance with <a href="#">Postgraduate Programs Admission Policy</a>	Admissions Officer Student Life	Senior Manager, Domestic Admissions	Deputy Registrar,
Refusal of admission –postgraduate international students in accordance with <a href="#">Postgraduate Programs Admission Policy</a>	Admissions Officer Griffith International	Program Director	Dean (Learning & Teaching)
Refusal of admission –postgraduate domestic students in accordance with <a href="#">Postgraduate Programs Admission Policy</a>	Admissions Officer Student Life	Program Director	Dean (Learning & Teaching)
Refusal of admission – undergraduate domestic student in accordance with <a href="#">Undergraduate Programs Admission Policy</a>	Admissions Officer Student Life	Senior Manager, Domestic Admissions	-Deputy Registrar
Refusal of admission – undergraduate international student in accordance with <a href="#">Undergraduate Programs Admission Policy</a>	Admissions Officer Griffith International	Associate Director, International Administration	Vice President (Global)
<b>Assessment</b>			
Application for Alternate Examination Sitting of Central End of Trimester Exams	Senior Manager, Examinations & Timetabling	Dean (Learning & Teaching)	No appeal - The Dean (Learning & Teaching)'s decision is final.
Application for Deferred Central End of Trimester Exams as provided for in the <a href="#">Assessment Policy</a> .	Senior Manager, Examinations & Timetabling	Dean (Learning & Teaching)	No appeal - The Dean (Learning & Teaching)'s decision is final.

<sup>1</sup> Some decision types have different timeframes for submission of the review of a decision; please check the policy which directly relates to the decision type.

<b>Decision Type</b>	<b>Step 1 Decision-Maker</b>	<b>Step 2 Review Officer</b> <i>Use Review of Decision Form</i>	<b>Step 3 Appeal Body</b> <i>Use Review of Decision Form</i>
<b>Enrolment and Attendance</b>			
Withdrawal or denial of participation in the Griffith Exchange Program prior to departing from Australia in accordance with <a href="#">Griffith Global Mobility Policy</a>	Manager, Global Mobility	Vice President (Global)	No appeal - The Vice President (Global)'s decision is final
Withdrawal or denial of participation in the Griffith Exchange Program after departing from Australia in accordance with <a href="#">Griffith Global Mobility Policy</a>	Manager, Global Mobility	Vice President (Global)	No appeal - The Vice President (Global)'s decision is final
Ineligible for the Aboriginal and Torres Strait Islander Tutorial Assistance Program (ATSTAP) in accordance with the <a href="#">Aboriginal and Torres Strait Islander Tutorial Assistance Program</a>	Learning Assistance Officer GUMURRII SSU	Director, GUMURRII SSU	No appeal - The Director, GUMURRII SSU's decision is final.
Request to withdraw after the census date due to special circumstances in accordance with <a href="#">Student Administration Policy</a>	Manager, Student Centre	Deputy Director, Student Connect  Review request must be initiated no later than four weeks from the notification of the outcome	No appeal - The Deputy Director, Student Connect decision is final.
Request for Confirmation of Enrolment extension in accordance with the <a href="#">Overseas Student Extension of Study (CoE) Policy and Procedure</a>	Griffith International Officer upon the request of the Vice President (Global)	Associate Director International Administration, Griffith International	No appeal - The Associate Director, International Administration's decision is final
Request for issue of a Letter of Release from Griffith University in accordance with the <a href="#">International Study Provider Transfer Request Policy and Procedure</a>	Griffith International Officer upon the request of the Vice President (Global)	Associate Director International Administration, Griffith International	No appeal - The Associate Director, International Administration's decision is final
Request for issue of a Letter of Release from Griffith English Language Institute (GELI) in accordance with the <a href="#">International Student Provider Transfer Request Policy and Procedure</a>	Griffith International Officer upon the request of the Vice President (Global)	Director, Griffith English Language Institute	No appeal - The Director, Griffith English Language Institute's decision is final
Request to review unsatisfactory attendance status of English language international student in accordance with <a href="#">GELI Attendance Policy</a>	Griffith International Officer upon the request of the Vice President (Global)	Director, Griffith English Language Institute	No appeal - The Director, Griffith English Language Institute's decision is final
Request for refund of student contribution, remission of HECS HELP, FEE-HELP debt or re-crediting of Student Learning Entitlement in accordance with <a href="#">Student Administration Policy</a>	Officer upon the request of the Director, Student Business Services	Director, Student Business Services  Review is to be initiated no later than four weeks from the notification of the outcome.	Administrative Appeals Tribunal (AAT)  Appeal within 28 days from the notification of the decision by the Director, Student Business Services.



<b>Decision Type</b>	<b>Step 1 Decision-Maker</b>	<b>Step 2 Review Officer</b> <i>Use Review of Decision Form</i>	<b>Step 3 Appeal Body</b> <i>Use Review of Decision Form</i>
Request for refund of tuition fees as part of request to withdraw after the census date due to special circumstances in accordance with <a href="#">Student Administration Policy</a>	Manager, Student Centre	Deputy Director, Student Connect Review request must be initiated no later than four weeks from the notification of the outcome	No appeal - The Deputy Director, Student Connects decision is final.
Assessment of fee liability, fee refund or penalty for non-payment – Domestic Students	Officer upon the request of the Director, Student Business Services	Senior Manager, Enrolment and Fees Student Business Services	Director, Student Business Services
Assessment of fee liability, fee refund or penalty for non-payment – International Students	Griffith International Officer upon the request of the Vice President (Global)	Associate Director International Administration, Griffith International	No appeal - The Associate Director, International Administration's decision is final.
<b>Scholarships</b>			
Termination of a scholarship awarded to a domestic coursework student	Scholarships Manager	Director, Student Success	No appeal - The Director, Student Success
Termination of a scholarship awarded to an international coursework student	Associate Director, International Administration.	Vice President (Global)	No appeal - The Vice President (Global)'s decision is final
Termination of a scholarship (Griffith University & Commonwealth funded) in accordance with the <a href="#">Higher Degree Research Scholarship Policy</a>	Dean Griffith Graduate Research School	Deputy Vice Chancellor (Research)	No appeal - The Deputy Vice Chancellor (Research)'s decision is final
Termination of a scholarship (Group or Element funded) in accordance with the <a href="#">Higher Degree Research Policy</a>	Dean (Research)	Dean Griffith Graduate Research School	No appeal - The Dean Griffith Graduate Research School's decision is final
Withdrawal of membership of the Griffith Honours College in accordance with the <a href="#">Griffith Honours College Policy</a>	Manager, Griffith Honours College	Director , Student Success	No appeal - The Director, Student Success decision is final

### 3.3 Process

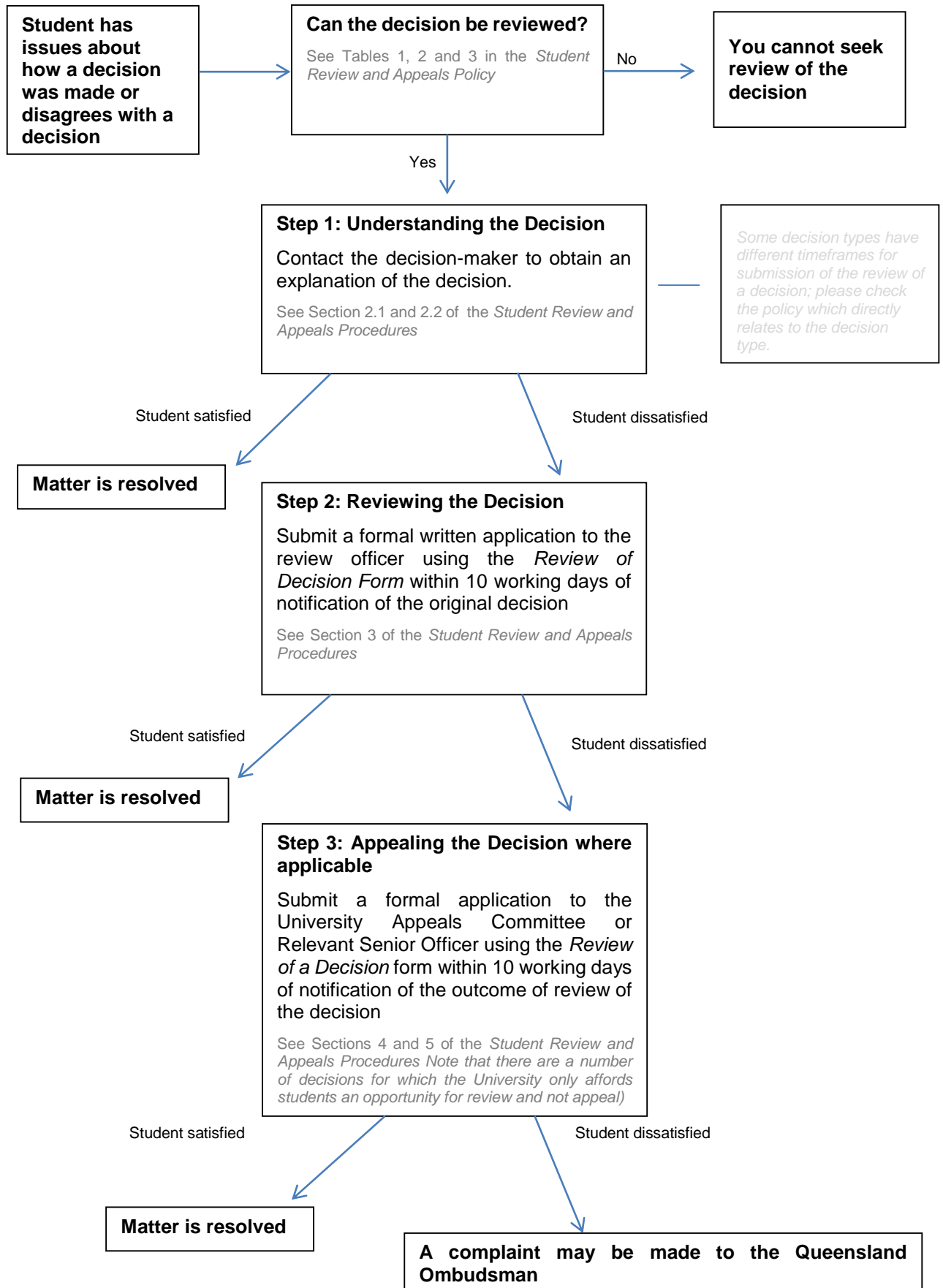
The process of applying for a review and/or appeal of a decision is governed by the *Student Review and Appeals Procedures*. The process has two or three required steps depending on the particular decision:

- *Step 1 Understanding the Decision*
- *Step 2 Reviewing the Decision*
- *Step 3 Appealing the Decision* (for certain decisions only)

The process is illustrated as a flow chart in [Diagram 1](#) below, which is intended to be a useful guide for students on the process. However, students who have applied for a review and/or appeal of a decision must have reference to the *Student Review and Appeals Procedures*, which governs the process of applying for a review and/or appeal of a decision and time limits for seeking a review and/or appeal. A failure to comply with time limits may result in the request for review and/or appeal being deemed invalid.



## DIAGRAM 1 – PROCESS FOR APPLYING FOR A REVIEW AND APPEAL OF DECISIONS



### **3.4 Onus of Proof**

In applying for the review or appeal of a decision, the student bears the onus of proof and is responsible for establishing that the decision in the first instance was an unreasonable decision. The student is required to present their case in writing and provide the review officer or appeal body with all information relevant to the decision. The review officer or appeal body can only base their decision on the material before them.

It is the responsibility of the student to identify fully the grounds on which they believe the decision was an unreasonable decision and provide all relevant evidence from the beginning of the review or appeal process. New grounds for review or appeal or new evidence should not be introduced during the process unless:

- there has been a major change in circumstance since the student initiated the review or appeal;
- the new information or evidence was not reasonably available to the student at the time the review or appeal was initiated; and
- the new information or evidence has a material effect on the review or appeal.

Where new information or evidence relating to a matter is accepted the review officer or appeal body may refer the matter back to the decision-maker or person who undertook initial review of the matter.

### **3.5 Confidentiality**

All documentation relating to student reviews and appeals will be kept confidential and shall be disclosed only to those persons who have a right to the information by virtue of their role in the review or appeal process, or as required by law.

### **3.6 Student Enrolment**

A student is entitled to continue their enrolment in their program of study, while the internal University review or appeal process is ongoing, with the exception of decisions related to:

- the student undertaking professional practice; and
- failure in a designated course.

In the case where a student's enrolment is suspended in the above cases and the review and appeals process find in favour of the student, the student's enrolment in their program of study is to be reinstated as soon as practicable.

While an internal University review or appeal process is ongoing a student is not entitled to enrol in courses or programs which are the subject of or consequential to the decision under review and require the decision be set aside. A student is also prohibited from making an application to Student Connect for withdrawal from a course with special circumstances while the internal review or appeal process is ongoing if this course is the subject of the decision under review or appeal. In those cases where the decision is set aside and a new decision made the actions arising from the new decision are to be implemented as soon as practicable.

### **3.7 Outcome of Review or Appeal**

In making an application for the review or appeal of a University decision, the student may request that the decision-maker, review officer or appeal body:

- sets aside the decision and/or
- makes a new decision.

### **3.8 Finality of Review or Appeal Decision**

Where the student remains dissatisfied with the outcome of a final decision under this policy the student may lodge a complaint with the Queensland Ombudsman.

The review and appeals process within the University should be exhausted before a complaint is lodged with the Ombudsman.

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#### **4. DEFINITIONS**

Terms defined in the *Student Review and Appeals Procedure* have the same meaning when used in this policy.

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