



UOW
COLLEGE

APPEAL PROCEDURE

Approved by:	UOWC General Manager	Date:	21 January 2014
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Document No:	PR-UOWC-12.1	Revision:	3
Custodian:	UOWC General Manager		
Supporting Documents, Procedures & Forms:	<u>Student Grievance Policy</u> POL-UOWC-11 <i>Appeal Form</i> F-UOWC-12.1.1 KPI Appeals Spreadsheet Checklist for Processing Appeals		
References & Legislation:			



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1 Purpose

- 1.1 The purpose of this procedure is to ensure a transparent and consistent approach to the handling of internal appeals that is aligned with the requirements in the UOW College Student Grievance Policy.

2 Scope

- 2.1 This procedure applies to Stage 3 internal appeals only.

3 Instructions and Responsibility

Step 1 - Appeal submitted	Responsibility
<p>a. If appeal submitted in person at UOWC Reception:</p> <ul style="list-style-type: none">i. check <i>Appeal Form</i> is completed in full,ii. date stamp appeal upon submission,iii. forward appeal to Administration Manager. <p>b. If appeal submitted via email or post, Administration Manager to print and note appeal lodgement date.</p> <p>c. Administration Manager to place appeal documents with student file and forward to Student Appeals Officer.</p>	<p>Reception Staff</p> <p>Administration Manager</p>

Step 2 – Process appeal	Responsibility
<p>a. Update <i>KPI Appeals Spreadsheet</i> (located on UOW College Compliance shared drive) with relevant appeal information and assign appeal reference number, using format: Last 2 digits of year / Next appeal number / Student number</p> <p>b. Attach <i>Checklist for Processing Appeals</i> to <i>Appeal Form</i> and complete relevant appeal data.</p> <p>c. Send acknowledgement of receipt of appeal to the student via email to nominated account or other acceptable method of notification as indicated on <i>Appeal Form</i>. Acknowledgement of receipt must include:</p> <ul style="list-style-type: none">i. appeal reference number,ii. decision being reviewed, andiii. due date for outcome. <p>d. Add a note to student record in SAI 'Compliance' category stipulating date acknowledgement of receipt sent. If sent by email, include copy of email in record. If sent by post, place copy of letter in student file.</p> <p>* Message will be recorded in SAI if sent via SOLS mail.</p>	<p>Student Appeals Officer</p>



<p>e. Prepare memo for Legal Counsel to determine outcome of appeal. Memo should include all relevant information held on UOWC records and details of the student's appeal, including:</p> <ul style="list-style-type: none"> i. Reason for original decision ii. Summary of relevant student history iii. Appeal summary iv. Recommendation v. Any relevant legislative/regulatory or internal policy/procedure provisions <p>f. Convene meeting with Legal Counsel. Print memo and any relevant supporting documentation for Legal Counsel to consider.</p>	
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Step 3 – Outcome to be determined	Responsibility
<p>a. Legal Counsel to determine outcome at meeting. Student Appeals Officer to provide clarification, further information and answer any questions.</p> <p>b. Legal Counsel to record decision, reason(s) for outcome and any actions required on the <i>Appeal Form</i>.</p> <p>c. Student Appeals Officer to update <i>KPI Spreadsheet</i> and note decision in SAI 'Compliance' category.</p> <p>d. Student Appeals Officer to complete 'Notification Details' section on <i>Appeal Form</i>.</p>	<p>Legal Counsel</p> <p>Student Appeals Officer</p>

Step 4 – Advise student of outcome	Responsibility
<p>a. Attempt to contact student via telephone to notify of appeal outcome and discuss repercussions of decision. Note in SAI.</p> <p>b. Send notification of appeal outcome and reasons for outcome to student in writing via preferred method (as indicated on <i>Appeal Form</i>). Include copy of page 2 of completed <i>Appeal Form</i>.</p> <ul style="list-style-type: none"> i. if appeal was unsuccessful, also provide student with <i>Appeal Information Sheet</i>. ii. if appeal was successful, student to be advised of the consequences of this decision and any further action. <p>c. Add a note to student record in SAI 'Compliance' category stipulating date written notification of outcome sent. If sent by email, include copy of email in record. If sent by post, place copy of letter in student file.</p> <p>* Message will be recorded in SAI if sent via SOLS mail.</p>	<p>Student Appeals Officer</p>

Step 5– Finalise appeal	Responsibility
<p>a. If appeal was successful, collate and place appeal documents on student file, return student file to UOWC and notify relevant staff via</p>	<p>Student Appeals</p>



<p>email of appeal outcome and any actions they are to implement, where applicable.</p> <p>b. If appeal was unsuccessful, collate and place appeal documents on student file and store until deadline for Stage 4 external appeal is reached.</p> <p>i. If student has not notified UOWC of intention to lodge Stage 4 external appeal and has not submitted evidence of appeal lodgement by deadline, original decision stands. If decision pertains to intention to report to DIBP for unsatisfactory attendance or course progress, proceed to report student on PRISMS. In all cases, update <i>KPI Spreadsheet</i>, note SAI and notify student in writing.</p> <p>ii. If student has notified UOWC of intention to lodge Stage 4 external appeal but has not provided evidence of appeal lodgement by deadline, note intention on SAI and contact student requesting immediate submission of evidence of Stage 4 appeal lodgement. If student has not lodged Stage 4 appeal within the stipulated timeframe or does not immediately submit evidence of Stage 4 appeal lodgement, original decision stands. If decision pertains to intention to report to DIBP for unsatisfactory attendance or course progress, proceed to report student on PRISMS. In all cases, update <i>KPI Spreadsheet</i>, note SAI and notify student in writing. If student is not contactable, ascertain Stage 4 appeal lodgement directly with external authority.</p> <p>iii. If student has notified UOWC that they do not intend to lodge Stage 4 external appeal, it must be in writing. If intention not received in writing, proceed as per Step 5 (a) (i). Once received in writing, note on SAI - original decision stands. If decision pertains to intention to report to DIBP for unsatisfactory attendance or course progress, proceed to report student on PRISMS immediately. In all cases, update <i>KPI Spreadsheet</i>, note SAI and notify student in writing.</p> <p>iv. If student has notified UOWC of intention to lodge Stage 4 external appeal and has submitted evidence of appeal lodgement, note in SAI and store appeal documents and student file until external appeal outcome. If Stage 4 appeal unsuccessful and student is appealing decision to report to DIBP for unsatisfactory attendance or course progress, proceed to report student on PRISMS, update <i>KPI Spreadsheet</i>, note SAI and notify student in writing. For all other appeals, if Stage 4 appeal unsuccessful, student may lodge a further external appeal. In these cases, Stage 4 external appeal deadlines recommence; proceed as per Step 5. If Stage 4 external appeal successful, return student file to UOWC, notify relevant staff (case dependent) via email of appeal outcome and any actions they are to implement, where applicable, and action any recommendations made by the external authority.</p>	<p>Officer</p>
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4 Version Control Table

Version Control	Date Effective	Approved By	Amendment
1	11/12/12	Julie Renwick	New procedure
2	21/01/14	Julie Renwick	Procedure amended in accordance with Student Grievance Policy revision; Migrated to new template.
3	21/07/2016	Compliance Officer	Minor change only – College branding and document formatting updated.