

**Griffith College**  
**Quality Assurance and Enhancement Policies, Procedures, Practices**  
**and Guidelines**

<b>Title</b>	Appeals Procedure
<b>Document No.</b>	QAE E15
<b>Initial Approval by APC</b>	September 2009
<b>Approval of current version by APC</b>	January 2019
<b>Responsibility for Implementation</b>	QAE Office
<b>Related Documents</b>	Recognition of Prior Learning Procedure <b>(QAE C3)</b>
	Procedure for extensions on Deadlines for the Submission of Assessed Work and Late Submission Penalties <b>(QAE7)</b>
	Deferrals Procedure <b>(QAE C4)</b>
	Learner Disciplinary Procedure <b>(QAE J5)</b>
	Exam Board Procedure <b>(QAE14)</b>
	Academic Misconduct Procedure <b>(QAE J6)</b>

## **QAE E15 – Appeals Procedure**

### **1. Objectives**

- 1.1. To describe the procedure available to a Learner wishing to appeal against a decision of an academic or disciplinary nature.

### **2. Scope**

- 2.1 This procedure applies to all appeals relating to:

- Admissions
- Recognition of Prior Learning or prior experiential learning
- Module or Programme Deferral
- Extension of Deadlines for the Submission of Assessed work
- Examinations and Assessment
- Learner Discipline
- Academic Misconduct
- Desk-Based Review of an Appeal

### **3. Responsibility for implementation**

- 3.1 Learner/Applicant/Appellant
- 3.2 Quality Assurance and Enhancement Officer
- 3.3 Director of Academic Programmes
- 3.4 Appeal Board
- 3.5 Chair of Appeal Board
- 3.6 Relevant Senior Manager
- 3.7 College President

### **4. Disciplinary Hearings**

- 4.1 The College is committed to fair, equitable and appropriate disciplinary procedures
- 4.2 The Learner Disciplinary Procedure shall be invoked where a learner has allegedly acted contrary to the Learner Code of Conduct (QAE J3) or has allegedly carried out some such other activity which has been harmful to the College (other than academic misconduct which shall be dealt with under the Academic Misconduct Procedure QAE J6)
- 4.3 Academic misconduct will in the first instance be the subject of a disciplinary process within the relevant faculty. In cases where it is established by the investigation that there is a case to answer the alleged misconduct will be the subject of disciplinary hearing resulting in a decision as to a disciplinary sanction as appropriate.

4.4 The Learner Disciplinary Procedure is intended to ensure a speedy and efficient resolution of issues. The aim is to prevent unnecessary delay whilst ensuring a full and fair assessment of the particular circumstances of an individual case

4.5 Learners are asked to familiarise themselves with the expectations of the College as described in the Learner Code of Conduct, the Learner Handbook and in individual College policies and procedures to which they are subject, as well as the details of the Learner Disciplinary Procedure and their rights under this procedure.

## **5. Pre-Appeal Procedures (Admissions only)**

5.1 In the case of admission appeals the Admissions Officer or International Office Manager, as appropriate, will speak with the applicant and attempt to informally resolve the issue(s) raised

## **6. The Rights of Learners or Applicants at Disciplinary and Appeal Hearings**

Learners or applicants shall have the following rights in relation to disciplinary and appeal hearings:

6.1 To be given 10 days advance notice of the hearing (or less if agreed by all parties) in order to ensure that they can attend and, should they wish, organise representation. The notice shall state the time and venue of the hearing and shall specify the learner's rights in relation to the hearing.

6.2 A clear statement of the alleged offence or alleged academic misconduct. In the case of any offence or misconduct that could lead to the expulsion of the learner from the College or him or her being compelled to withdraw from a programme within the College, this statement shall be given to the learner at least 10 days (or such shorter notice as shall be agreed by the learner and the disciplinary board) in advance of the disciplinary hearing. In all other cases the statement must be given on or before the commencement of the disciplinary hearing. In all cases where a learner is presented with a statement of the alleged offence or alleged academic misconduct on the date of the hearing the learner shall be entitled to request adjournment of the disciplinary hearing to prepare his or her defence.

6.3 The right to attend the hearing. If a learner fails to attend the hearing or to nominate a representative in advance, the hearing shall proceed in the absence of the learner.

6.4 The right to be represented at a hearing by a fellow learner, a staff member, a relative, a friend, an adviser or a legal representative. Any costs associated with legal representation of the learner or applicant shall be borne by the learner or applicant unless the Disciplinary or Appeal Board otherwise determines. A representative may speak on behalf of the learner. A learner who chooses not to be represented shall be requested at the hearing to confirm in writing that they has been informed of their right of representation and has declined to exercise it.

- 6.5 The right to be accompanied by a translator. Any costs associated with the appointment of a translator by the learner (other than one provided by the College) shall be borne by the learner unless the Disciplinary or Appeal Board so otherwise determines. A learner for whom English is not a native language and who chooses not to appoint a translator shall be requested at the hearing to confirm in writing that they has been informed of their right to appoint a translator and has declined to exercise it.
- 6.6 The right to request sight prior to the meeting of evidence to be presented at the relevant hearing, to hear and see the evidence presented, to challenge the evidence on cross-examination and to present their own evidence

## **7. Grounds for Appeal**

The appellant has a right to be informed of the grounds upon which they may appeal a decision of the college. Conversely, an appeal form shall be considered incomplete unless the appellant has clearly indicated that they have read and understood the grounds for appeal. The Quality Assurance and Enhancement Office shall be responsible for providing information relating to grounds for appeal and addressing any questions that may arise. The learner shall be responsible for ensuring they are familiar with the grounds for appeal and engage with them in their appeal.

Grounds for Appeal are as follows:

### **7.1 Admission/Recognition of Prior Learning Procedure (QAE C4)**

An applicant wishing to make an appeal the outcome of an application for College entry may do so, normally on the following grounds:

1. The applicant wishes to provide evidence that there was an irregularity in the manner in which a query or an application for admission was considered or in which prior learning was evaluated.
2. The applicant wishes to appeal against the College's admission criteria or RPL criteria.
3. The applicant wishes to present additional documentation in support of their original admission or RPL application. In this case the applicant must also show good reason why such documentation could not have been made available previously.
4. The applicant wishes to appeal against the manner in which the admissions or RPL criteria were applied.
5. There is a breach of natural justice

### **7.2 Deferrals Procedure (QAE C4)**

A learner or applicant wishing to appeal the outcome of a deferral application may do so, normally on the following grounds:

1. The learner or applicant wishes to provide evidence that there was an irregularity in the manner in which the deferral application was considered

2. The learner or applicant believes the decision regarding the deferral application is manifestly unreasonable
3. The learner or applicant wishes to present additional documentation in support of their original grounds for application. In this case the learner or applicant must also show good reason why such documentation could not have been made available previously.
4. There is a breach of natural justice

### **7.3 Procedure for extensions on Deadlines for the Submission of Assessed Work and Late Submission Penalties (QAE E7)**

A learner or applicant wishing to appeal an outcome of an application to the extension on the deadline for the submission of assessed work may do so, normally on the following grounds:

1. The learner wishes to provide evidence that there was an irregularity in the manner in which the extension application was considered
2. The learner believes the decision regarding the extension application is manifestly unreasonable
3. The learner wishes to present additional documentation in support of their original grounds for application. In this case, the learner must also show good reason why such documentation could not have been made available previously.
4. There is a breach of natural justice

### **7.4 Exam Board Procedure (QAE E14)**

A learner wishing to appeal the decision of an Examination Board may do so, normally on the following grounds:

1. The learner wishes to provide evidence that there was a non-academic irregularity in the manner in which their assessments were conducted
2. The learner wishes to present information of mitigating circumstances which were not known to the Examination Board. In this case the learner must also show good reason why such circumstances could not have been made known prior to or at the Examination Board meeting.
3. There is a breach of natural justice.

Disagreement with the academic judgement of the Examination Board cannot in itself constitute grounds for appeal.

### **7.5 Learner Disciplinary Procedure (QAE J5)**

A learner or applicant wishing to appeal the decision of a Disciplinary Board may do so, normally on the following grounds:

1. The learner wishes to provide evidence that there was a material procedural irregularity which, had it not occurred, might have impacted significantly on the validity of the original hearing and the subsequent penalty
2. That the penalty imposed by the disciplinary hearing was too severe bearing in mind the circumstances of the case
3. The learner wishes to present new evidence or information of mitigating circumstances which were not known to the Disciplinary Board. In this case the learner must also show good reason why such circumstances could not have been made known prior to or at the Disciplinary Hearing.
4. There is a breach of natural justice

## **7.6 Academic Misconduct Procedure (QAE J6)**

A learner or applicant wishing to appeal the decision of an Academic Misconduct Disciplinary Board may do so, normally on the following grounds:

1. The learner wishes to provide evidence that there was a material procedural irregularity which, had it not occurred, might have impacted significantly on the validity of the original hearing and the subsequent penalty
2. The learner wishes to appeal against a decision to penalise him/her on the grounds of academic misconduct
3. That the penalty imposed by the Academic Disciplinary Board was too severe bearing in mind the circumstances of the case.
4. The learner wishes to present information of mitigating circumstances which were not known to the Academic Disciplinary Board. In this case the learner must also show good reason why such circumstances could not have been made known prior to or at the Academic Disciplinary Board meeting.
5. There is a breach of natural justice

## **7.7 Desk-based Review Procedure (QAE15)**

A learner or applicant wishing to appeal the outcome of the Desk based review process may do so normally under the following grounds;

1. The learner wishes to provide evidence that there was a material procedural irregularity which, had it not occurred, might have impacted significantly on the validity of the desk-based review
2. A learner may appeal the decision of the desk-based review on the grounds that the decision is manifestly unreasonable.
3. That the appellant would be reasonably entitled to an appeal on the merits of their case
4. The learner wishes to present information of mitigating circumstances which were not known to the desk-based reviewer. In this case the learner must also show good reason why such circumstances could not have been made known prior to or at the desk-based review.
5. There is a breach of natural justice

## **7.8 Appeals procedure (QAE15)**

Note: The decision of an Appeal Board may only be appealed where the sanction imposed results in expulsion or academic withdrawal from the College.

A learner or applicant wishing to appeal the outcome of an Appeal Board process may do so normally under the following grounds;

1. The learner wishes to provide evidence of a material procedural irregularity which, had it not occurred, might have impacted significantly on the validity of the original hearing and the subsequent penalty.
2. That the penalty imposed by the disciplinary or appeal hearing was too severe bearing in mind the circumstances of the case
3. The learner wishes to present information of mitigating circumstances which were not known to the relevant Appeal Board. In this case the learner must also show good reason why such circumstances could not have been made known prior to or at the Appeal Board or in any previous correspondences made in respect of the Appeal.
4. There is a breach of natural justice

## **8. Appeal Forms, Time Limits and Late Appeals**

8.1 A learner wishing to appeal a decision referred to in section 2 above shall complete the standard College Appeals Form (QAE EA 15) within 5 working days of being informed of the related decision and shall submit it to the Quality Assurance and Enhancement Office.

8.1.1 In the case of appeals relating to the late submission of assessed work this period is reduced to 1 working day.

8.1.2 The relevant deadline shall be extended to 10 working days (or fewer with the agreement of all parties) in the case of a learner wishing to appeal a decision of academic misconduct leading to expulsion from the college.

8.2 The appeals form shall state – on completion by the appellant:

8.2.1 The name and address of the appellant.

8.2.2 The type or subject matter of the appealed decision (e.g. admissions, deferral, disciplinary, etc.).

8.2.3 The claimed ground for appeal which shall be in accordance with section 7 above.

8.2.4. The rights of the appellant in relation to the appeal. The appellant shall sign the appeal form to confirm that they is aware of and understands these rights and has or had not chosen to exercise the right of representation.

8.2.5 The time limit within which the appeal must be made.

- 8.3 The Quality Assurance and Enhancement Office shall acknowledge receipt of the appeals form.

### **Late Appeals**

- 8.1 Learners will be entitled to enter an appeal outside the 5 day time limit in cases of:
- 8.4.1 Illness within the 5 day time limit period.
  - 8.4.2 Not being informed of the decision or other matter being appealed against in which case the 5 day time limit shall run from the time the learner became so informed. Where notification of decision or other matter appealed against has been made to the learner at his or her email address most recently known to the College the learner will be deemed to have been informed of the decision or other matter.
  - 8.4.3 Any other circumstances which, in the opinion of the Director of Academic Programmes, have rendered the learner unable to enter the appeal within the 5 day time limit.

## **9. Desk-Based Review of Appeals**

If a learner or programme applicant enters an appeal, a desk review of the appeal is conducted by the Quality Assurance and Enhancement Office to establish whether valid grounds for appeal exist.

In the course of the desk-based review a learner appeal may be found to be valid or rejected as invalid. If the appeal is rejected as invalid the learner is informed of the decision and of their right to appeal that decision.

If the learner's appeal is found to be valid or they chooses to appeal the desk based review decision a preparatory meeting with the learner outlining the learner's rights is convened prior to the appeal hearing.

If a learner appeals the decision of the desk based review a separate Appeal Board of two is convened to hear the appeal of the desk-based review decision.

If the Appeal Board appointed to review the decision of the desk-based review finds in favour of the learner, their appeal shall continue as if the desk based review had found the appeal was valid. If this upholds the decision of the desk based review the matter can only be appealed via Presidential Appeal, and then only in circumstances where the learner would be expelled from the College or withdrawn from a course.

Appeals to the President shall be subject to a separate desk-based review process to establish whether valid grounds for Presidential Appeal exist. If the appeal is rejected as invalid by this desk-based review, the appeal is dismissed and there shall be no right to appeal this decision.

## **10. Composition of Appeal Boards**

- 10.1 At the start of each academic year an Appeals Panel will be appointed for the duration of the year, from which an Appeal Board will be selected for each separate appeal.
- 10.2 An Appeal Board, normally consisting of two persons drawn from the Appeals Panel will adjudicate on each appeal made by learners or applicants.
- 10.3 It will include a member of academic staff at Faculty Head, Programme Director or Year Head level.
- 10.4 All members of the Appeal Board must be external to the faculty concerned in the appeal and not have been in any way involved in determining the finding or sanction decided upon by the disciplinary process under appeal.
- 10.5 The Board will be chaired by a person nominated by the Director of Academic Programmes.
- 10.6 A member of staff from the Quality Assurance and Enhancement Office will act as a non-voting Secretary to the Board. In cases of academic misconduct or disciplinary matters which could result in expulsion from the College an Appeal Board consisting of no fewer than 3 members will be convened.
- 10.7 The Presidential Appeals Committee shall be chaired by the President of the College and shall comprise no fewer than 3 persons, two of whom shall be external to the College.
- 10.8 In all cases the appointed Appeal Boards will act on behalf of the Academic and Professional Council.
- 10.9 There shall be no overlap of personnel involved in these 3 functions (desk-based review, Appeals Board, Presidential Appeal)

## **11. Procedure on Appeal**

- 11.1 The learner/applicant/appellant will submit their appeal to the Quality Assurance and Enhancement Officer. In the case of a Presidential Appeal a copy shall also be submitted to the office of the President by the Quality Assurance and Enhancement Officer. Where applicable, the Learner will also submit copies of any new relevant documentation/evidence in support of their appeal. This evidence will be forwarded on to the Faculty for consideration and to facilitate a right of reply prior to the decision of the desk-based review.
- 11.2 A desk-based review of the appeal will be conducted (see section 9 Desk-based review) and the result notified to the learner by the Quality Assurance and Enhancement Officer by email or telephone.

- 11.3 In the case of decisions ruled against the learner/applicant/appellant the Quality Assurance and Enhancement Office will also inform him/her of their right to appeal the desk-based review decision.
- 11.4 In the case of decisions ruled in favour of the learner or in the case of a learner appealing the decision of the desk-based review, the Quality Assurance and Enhancement Office will convene a preparatory meeting with the learner outlining the learner's rights prior to the appeal hearing.
- 11.5 In cases where an Appeal Board is to be convened the Quality Assurance and Enhancement Office will communicate this to the Director of Academic Programmes or the President in the case of a Presidential Appeal.
- 11.6 The Director of Academic Programmes will nominate and communicate with suitable nominees from the Appeals panel to convene an Appeal Board.
- 11.7 The Director of Academic Programmes will then notify the Quality Assurance and Enhancement Officer of the composition of the Appeal Board.
- 11.8 The Quality Assurance and Enhancement Officer will then notify all parties (Appeal Board members, learner/applicant/appellant) of the date, time and location of the hearing.
- 11.9 Prior to the appeal hearing the Quality Assurance and Enhancement Officer will meet the learner/applicant/appellant to inform him/her of their rights as set out in Appendix B of this policy.
- 11.10 When notifying the Appeal Board members the Quality Assurance and Enhancement Office will forward copies of all relevant documentation pertaining to the case, and all relevant documentation pertaining to the conduct of Appeal Hearings (see Appendices A, B, C & D)
- 11.11 The appeal hearing will be convened on the appointed date (see Appendix D: Guidance on the conduct of appeal hearings). At the Appeal Hearing the Chair of the Appeal Board shall inform the learner as to their rights in relation to the appeal, shall explain these rights and request the learner to sign a declaration stating that they has understood them.
- 11.12 The Appeal Board hear the appeal and adjourn to decide outcome. The Chair of the Appeal Hearing will communicate to the appellant the decision of the Appeal Board.
- 11.13 The Quality Assurance and Enhancement Officer will also communicate the decision to the learner/applicant/appellant in writing (by registered post) by email and by phone, and also to the faculty concerned.

11.14 In cases of appeals being unsuccessful that have a penalty of expulsion or are regarded as gross academic misconduct, or gross misconduct, the notification to the learner will state the following:

- The decision of the Appeal Board
- The penalty which shall be imposed
- The learner's right of appeal to the President's Appeal Committee (where applicable)
- The period within which this appeal to the President's Appeal Committee must be lodged by or on behalf of the learner (where applicable)

11.15 In cases of all other appeals being unsuccessful the notification of the learner will state the following:

- The decision of the Appeal Board.
- Confirmation that the decision of the Appeal Board is final.

11.16 In the case of a Presidential Appeal steps 7 and 8 are the responsibility of the President.

11.17 A summary flow chart of the steps in the appeal process is set out in Appendix E.

## **12. Appeal Hearings Outcomes**

12.1 The outcomes of the various decisions that can be appealed against under the College's QAE Procedures are listed below.

12.2 In the case of a successful appeal of a/an:

12.2.1 Admission Decision/Recognition of Prior Learning Decision (QAEC3)

The Admissions Officer/International Office Manager shall carry out the standard admission procedures

12.2.2 Late submission of Assessed Work Decision (QAE7)

A Learner shall be permitted to submit work without penalty and within an agreed timeframe

12.2.3 Deferral Decision (QAEC4)

The Admissions Officer/Registration Manager shall make whatever amendments are necessary to the learner's assessment record on the learner administration system and shall also amend the LRAF (where applicable) and document the circumstances and grounds for the amendment. The Admissions Officer/Registration Manager and the Chair of the Admissions Sub-Committee shall sign the LRAF. This form and the accompanying report shall be made available to the next sitting of the Examination Board and shall be stored in the Registration Office for future reference

12.2.4 Learner Disciplinary Decision (QAEJ5)

Where the College is satisfied at any stage within these procedures that misconduct has not taken place, no documentation relating to the alleged misconduct and the associated investigations shall be retained in the learner's file except as required by law or court order.

#### 12.2.5 Academic Misconduct Decision (QAEJ6)

Where the College is satisfied at any stage within these procedures that academic misconduct has not taken place, no documentation relating to the alleged misconduct and the associated investigations shall be retained in the learner's file except as required by law or court order.

No documentation relating to minor academic misconduct, or first time major academic misconduct, shall be retained on the learner's file following the completion of their programme of study or referred to in any personal reference provided by the College.

#### 12.2.6 Exam Board Deliberation (QAE14)

In the case of successful appeal the Senior Examinations Officer shall make whatever amendments are necessary to the learner's records on the learner administration system and on the examination broadsheet. The relevant documentation shall be made available to the next sitting of the Examination Board.

#### 12.2.7 Desk Based Review Decision (QAE15)

The appeals process shall resume as if the original review found valid grounds for appeal.

#### 12.2.8 Appeal Board Decision

The relevant outcomes, listed above, in relation to the decision being appealed against shall apply

### 12.3 In the case of an unsuccessful appeal of a/an:

- 12.3.1 Admissions Decision
- 12.3.2 Recognition of Prior Learning Decision (QAE3)
- 12.3.3 Late Submission of Assessed Work Decision (QAE7)
- 12.3.4 Deferral Decision (QAE4)
- 12.3.5 Exam Board Deliberation (QAE14)

The decision of the Appeal Board is final.

### 12.4 In the case of an unsuccessful appeal of a/an:

- 12.4.1 Learner Disciplinary Decision (QAEJ5),
- 12.4.2 Academic Misconduct Decision (QAEJ6)
- 12.4.3 Desk Based Review Decision (QAE15)

Where the sanction proposed by the Appeal Board is expulsion or compelling withdrawal from the programme by the learner, or the charge is gross misconduct or gross misconduct the appellant may, on notification to the Quality Assurance and Enhancement Office within 5 days of decision being communicated to him/her, appeal the decision to the President's Appeal Committee. In this event the application of the disciplinary penalty shall be suspended pending the outcome of the appeal to the President's Appeal Committee.

#### 12.4.4 Appeal Board Decision (QAE15)

The decision of the President's Appeal Committee or the associated desk-based review is final. In the case of discipline and academic misconduct all sanctions suspended for the duration of the appeals process or sanctioned by the President's Appeal Committee shall be valid from the date the decision of the President's Appeal Committee is communicated to the learner.

### 13. Records and Follow up

- 13.1 In all cases, all records of the Appeal Board's determinations shall be kept centrally by the Quality Assurance and Enhancement office and a copy held by the Relevant Senior Manager.
- 13.2 The Relevant Senior Manager can be defined as the person with overall responsibility for a department/faculty.
- 13.3 Specific requirements of individual procedures are listed below

#### 13.3.1 Late submission of Assessed Work (QAE7)

A copy of the amended application form indicating the decision on the deadline extension and the appeal form should be held on the learner's file.

#### 13.3.2 Deferral Decision Appeal (QAEC3)

In the case of successful appeals the Admissions Officer/ Registration Manager shall make whatever amendments are necessary to the learner's assessment record on the learner administration system and shall amend the LRAF (where applicable) documenting the circumstances and grounds of the amendment.

The Admissions Officer/Registration Manager and the Chairs of the Deferral Appeal Board shall sign the LRAF.

A copy of this form and the accompanying report shall be made available to the next sitting of the Examination Board and the Academic & Professional Council

### **13.3.3 Learner Disciplinary Procedure (QAEJ5)**

Documentation regarding penalties imposed for proven misconduct shall be retained on the learner's file for the periods denoted in QAEJ5 Section 10.

Documentation regarding expulsion shall form a permanent record on the learner's file.

### **13.3.4 Academic Misconduct (QAEJ6)**

In the event of the Appeal Board upholding the decision of the disciplinary hearing or altering the classification of academic misconduct and the learner not having appealed this decision within 5 days to the Presidents Appeal Committee a copy of the notification of the disciplinary hearing decision and the decision of the Appeal Board shall be filed on the learner's file by the PD/Faculty Head.

## **14. Confidentiality**

- 14.1 This confidentiality section refers to appeals that have been made as a result of an allegation of misconduct, academic or otherwise made by the College against a learner. In this case it applies only to the Learner Disciplinary Procedure (QAEJ5) and Academic Misconduct Procedure (QAEJ6).
- 14.2 Where the College is satisfied at any stage within these procedures that misconduct has not taken place, no documentation relating to the alleged misconduct and the associated investigations shall be retained in the learner's file
- 14.3 The disciplinary process, once entered into, is confidential to all parties. Therefore, it is essential that any individuals involved in the process respect this paramount need for confidentiality. Breaches of such confidentiality may lead to disciplinary action being taken.

## **15. Responsibilities**

### **15.1 Learner/Applicant/Appellant**

- Familiarises him/herself with the appeals procedure (QAE15) and the appended documentation.
- If they has grounds, appeals the decision made in respect of the relevant QAE Procedures listed in section 2 within the requisite timeframe [11.1]
- If they has grounds, appeals the desk-based review decision within the requisite timeframe [11.4]

- If they has grounds, appeals the decision of the appeal board to the President within the requisite timeframe [11.1]

## **15.2 Quality Assurance and Enhancement Officer**

- Receives all appeals made in respect of the relevant QAE Procedures listed in section 2
- Performs a desk-based review of all appeals received and ascertains whether there are valid grounds for appeal [9]
- Notifies the learner/applicant/appellant of the decision of the desk-based review [11.2]
- Notifies Director of Academic Programmes when an appeal board is to be convened[11.5]
- Notifies all parties of the time, date and location of appeal hearings [11.10]
- Provides appeal board members with documentation pertaining to the appeal [11.10]
- Acts as secretary to the Appeal Board [10.6]
- Notifies learner/applicant/appellant of the outcome of the appeal hearing [11.13]
- Notifies College President that a Presidential appeal has been lodged [11.5]

## **15.3 Director of Academic Programmes**

- Nominates representatives to sit on and chair appeal board hearings [11.7]
- Notifies Quality Assurance and Enhancement Officer of the composition of the appeal board [11.8]

## **15.4 Appeal Board**

- Acts on behalf of APC [10.8]

## **15.5 Chair of Appeal Board**

- Chair of Appeal Board informs learner/applicant/appellant of outcome of appeal hearing [11.12]

## **15.6 Relevant Senior Manager**

- Relevant Senior Manager retains all records of appeal board determinations [13.1]
- Makes changes to the learners record in accordance with the outcome of the appeal as appropriate [13.3, 13.4, 13.5, 13.6,]

## **15.7 College President**

- Nominates a Presidential Appeal Committee [11.6 , 11.16]
- Notifies the learner of the outcome of the appeal hearing [11.12]