

# MAP STAGE 3 APPEAL FACT SHEET

BE WHAT YOU WANT TO BE

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## WHAT IS A MAP STAGE 3 APPEAL?

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What is MAP Stage 3?  
How do I appeal a MAP Notification of Intent to Cancel?  
What are my rights?  
What are the potential outcomes?

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***If you receive a MAP Stage 3 Appeal and aren't sure what to do,  
CONTACT STUDENT ADVOCACY IMMEDIATELY!***

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## Summary of Timelines and Process Flows

It is vital you make sure you are aware of the timelines for the MAP Appeal process.

PROCESS / ACTION	TIMELINE
<b>MAP Stage 3: Notification of Intent to Cancel</b>	
Submit MAP Stage 3 Appeal	<b>Within 20 working days</b> from receiving the Notification of Intent to Cancel
<b>Receiving an Outcome from a MAP Appeal</b>	
Outcome of Appeal in writing from the University	<b>Within 30 working days</b> of receiving the completed application
Appeal to the Queensland Ombudsman (external appeal)	<b>Within 20 working days</b> of the outcome being received
Notify Director, Student Governance of your external appeal being lodged.	<b>Within 5 working days</b> of the expiry of the above external appeal timeframe, or sooner where possible

For any additional help contact the Student Advocacy Officer.

### **Student Advocacy Officer**

Student Representative Council | Student Experience and Governance Division

E [student-advocacy@cqu.edu.au](mailto:student-advocacy@cqu.edu.au)

For full copy of the Academic Appeals Policy and Procedure, navigate to CQUniversity IMPortal

<https://www.cqu.edu.au/policy>

## What is MAP?

### *CQUniversity Australia Glossary definition:*

**Monitoring Academic Progress:** CQU monitors academic progress of students to identify the type of assistance students may require to achieve satisfactory progress in their academic study. Students who are academically at risk of making unsatisfactory academic progress are identified according to set criteria and offered targeted academic skills and personal programs as early as possible in their study program to assist them to achieve satisfactory learning outcomes.

Monitoring academic progress involves two stages of identification and intervention before a student progresses to the third stage - cancellation of enrolment.

## What are the differences for each of the MAP Stages?

There are three stages of Monitoring Academic Progress (MAP) that you will progress through if you do make satisfactory academic progress. The first two stages require you to submit a response that is outlined in the email you receive. It is recommended that for assistance with the first two stages of MAP, you should read the information on the MAP site, either for [domestic students](#), or [international students](#).

**MAP Stage 1** – You are required to complete the online survey linked in the email you received notifying you of your status. International students are required to attend a mandatory interview with the International Student Support team.

**MAP Stage 2** – It is imperative that you submit the “Show Cause – Student Response Form” with any supporting documentation you may have. If this is not done on time, then you will be automatically escalated to the next stage. International students are required to attend a mandatory interview with the International Student Support team.

**MAP Stage 3** – This is an appeal against the “Notification of Intent to Cancel” which must be completed with supporting documentation. International students are required to attend a mandatory interview with the International Student Support team.

Refer to section 4.15 to 4.26 of the [Monitoring Academic Progress \(MAP\) Policy and Procedure – International Students](#) or 6.9 to 6.20 of the [Monitoring Academic Progress \(MAP\) – Domestic Students](#) for the full requirements of each MAP Stage.

## What is a MAP 3 Appeal?

“MAP Stage 3 – Notification of Intent to Cancel” is the email you receive when you have not successfully cleared the previous two stages of MAP. It is the university’s responsibility to cease enabling students who cannot achieve academically, preventing further mental and financial stresses from impacting the student. As such, CQUniversity must demonstrate via an intervention to prevent further harm from impacting the student. MAP Stage 3 can only be appealed by submitting the digital appeal form and agreement outlined in the notification email you are sent.

## How do I submit a MAP Stage 3 Appeal?

A MAP Stage 3 Appeal is submitted online, via the forms section in your MyCentre page. It is a digital form that cannot be printed and submitted manually. Supporting documentation is required and can be submitted via the link provided in the form. If you have any difficulties submitting/uploading, please contact [map@cqu.edu.au](mailto:map@cqu.edu.au) immediately.

**You have 20 working days (excluding Saturday, Sunday and public holidays) to submit the appeal form in MyCentre with all supporting documentation so be sure to include all evidence you refer to and intend to be considered when submitting.**

## What happens if I don't submit on time?

If you do not meet the strict twenty (20) working day timeframe to submit your MAP Stage 3 Appeal, you will be cancelled. In addition to being cancelled, you will be excluded from enrolling in any CQUniversity undergraduate or postgraduate courses for twelve months. This twelve-month timeline will begin from the end of the last term you were enrolled, meaning you are barred for three terms, or one academic year.

## What grounds do I need to submit an appeal?

As this is your last opportunity to appeal internally against the cancellation of your course, you need to include any factors that prevented you from achieving successful academic progress.

It is important to think about not just what impacted you in the most recent term you failed but also your previous study periods. Your entire academic history is being considered by the panel and if you don't provide your evidence then they may not have access to that information.

There are many factors that can influence your ability to achieve academically:

- unstable housing/homelessness
- challenging financial costs
- severe medical condition/hospitalisation
- diagnosed mental health conditions
- unexpected personal responsibilities/carer requirements

Consider what were the issues you struggled most with during the term and whether you could provide supporting evidence of this. As supporting documentation is mandatory you should be thinking about what you can provide as proof.

## How can I demonstrate that I am working to improve my academic progress?

For CQUniversity to allow you to continue enrolling, you will also need to demonstrate what strategies you will be putting in place to improve your academic progress in the future. It is strongly recommended that you begin taking action that you can prove you have already done in your appeal. For instance, making an appointment for the future with [Counselling](#) and the [Academic Learning Centre](#) are actions that can be done immediately that show you seeking assistance with the university to help achieve your goals. Other practical demonstrations that we recommend is enrolling in fewer units than you have previously (if you are an international student you should discuss this with International Student Support).

## What needs to be provided with a MAP 3 Appeal?

You will need to provide explicit supporting documentation that clearly demonstrates that you have experienced circumstances beyond your control that impacted your ability to succeed academically. It is recommended that you get in touch with Student Advocacy to discuss the types of supporting documentation that you can use in an appeal. Not all supporting documentation is equal however and this will

be taken into consideration by the panel. If you are having difficulties in sourcing supporting documentation, you can consider including a [Statutory Declaration](#). A Statutory Declaration is similar to an affidavit in that it is a legal document that is a statement you declare to be the truth. IT is not recommended that you rely solely on a Statutory Declaration as your only evidence, as it is best to supplement this with something else that supports the Statutory Declaration.

## What if my appeal is unsuccessful?

The internal appeal is the last opportunity to dispute the cancellation of your course within CQUniversity. If the outcome of your appeal is unsuccessful and you wish to dispute further, you can appeal externally to the Queensland Ombudsman. You must lodge your appeal with the Queensland Ombudsman within twenty (20) working days of receiving your outcome. In addition to submitting your external appeal, you must also contact the Director of Student Governance no later than five (5) working days after the expiry of the twenty (20) working day external appeal timeframe. This will prevent your enrolment from being cancelled while the Queensland Ombudsman investigates your case. Should your external appeal also be unsuccessful, then you will have exhausted all avenues available and your enrolment will be cancelled.

For any additional help contact the Student Advocacy Officer.

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