

ACADEMIC APPEAL FACT SHEET

BE WHAT YOU WANT TO BE

cqu.edu.au

WHAT IS AN ACADEMIC APPEAL?

What is an Academic Appeal?
How does the University process an appeal application?
What are my rights?
What are the potential outcomes?

***If you want to appeal a result or decision
ACT IMMEDIATELY!***

Academic Appeals Actions and Timelines

Make sure you are aware of Appeal timelines and deadlines. If you miss a deadline you will not be able to submit your Appeal.

ACTION	TIMELINE
Academic Appeal Application	
Submit an Academic Appeal Application	Within 20 working days from receiving outcome being disputed
(RHD Students) Submit an Academic Appeal Application	Within 45 working days of receiving official University notification of the grade
Receiving an Outcome from an Academic Appeal	
Committee meeting to discuss an accepted application	Within 15 working days of receiving the completed application
Committee requests a hearing with the student and School or Division	Within 10 working days of the decision being notified a hearing will be held
Student receives the official written notice of the Committee's decision	Within 10 working days of the decision being made

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

For a full copy of the Academic Appeals Policy and Procedure, navigate to <https://www.cqu.edu.au/policy>

What is an Academic Appeal?

An academic appeal is a formal request to the University to review an academic decision you disagree with or feel is unfair. Please check the Academic Appeals policy and procedure for rules, instructions and timelines for academic appeals

What decisions can I appeal against?

Decisions you may appeal against are listed below. Section 4.2 of the [Academic Appeals Policy and Procedure](#) also contains a detailed list of decisions or outcomes which may be appealed.

Unsuccessful Review of Grade

Unsuccessful application for a Deferred Examination

An outcome of Academic Misconduct

Suspension or expulsion for academic or research misconduct

Research Higher Degree thesis grading

How do I submit an Academic Appeal application?

Complete an [Academic Appeal Application Form](#) and email it to appeals@cqu.edu.au within twenty working days of receiving the decision or outcome you wish to appeal. Follow the instructions on the form and be sure to include all supporting documentation and evidence you refer to in your appeal. If you do not understand what you need to do or if you have questions, contact the Student Advocacy Officer for assistance.

Check your deadline!
You must submit your appeal application within 20 working days (excluding Saturday, Sunday and public holidays) of the date on your outcome email or letter.
Have you attached your evidence?

What happens if I don't submit on time?

If you do not submit your appeal within twenty working days of receiving a letter or email from the University notifying you about the outcome or decision you wish to appeal, your Appeal will not be considered. It is important to read your outcome letter or email very carefully and check the date. The date on the letter or email is when your twenty working days begins. If you are unable to submit before the deadline, you must provide documents to prove that exceptional circumstances (such as hospitalisation) prevented you from submitting on time.

What does 'grounds for appeal' mean?

'Grounds for appeal' means reasons for appeal. If your grounds for appeal cannot be explained by one of the reasons below, your appeal will be denied:

- the University has failed to follow policy and/or procedure
- you have new or different grounds for your appeal, or new or different information that was not considered by the original decision maker

If you believe the University has not followed the policies and procedures listed on the [Policy site](#) you must list the policy or procedure which was not followed, explain how it was not followed and the impact of this, and provide evidence to back up your claim.

If your grounds for appeal is anything other than failure to follow policy and procedure, you must clearly explain why you believe the decision or outcome is unfair or incorrect and explain the events that led to the outcome. You will also need to provide new supporting documents or evidence that backs up your statements.

What is documentary evidence?

Supporting documentation, or documentary evidence, means documents which prove your claims or show that your statements in your appeal are true. It is not sufficient to provide only a personal statement outlining the reasons for your appeal. For your appeal to be considered, you must also provide documentary evidence to support your application.

What supporting documentation or evidence should I include with an Academic Appeal application?

Your supporting documentation must be relevant – it must refer to the circumstances of your appeal. It must also support any time periods important to your appeal. For example, if you were ill on 15 June your medical certificate will not be accepted if it was about an illness in August.

Any letters or statements should be signed and should preferably be on printed letterhead. A letter from a doctor must include the doctor's medical provider number.

Examples of supporting documentation may include:

- A letter, statement or certificate from a doctor, counsellor, employer or institution
- A letter from a priest or religious leader known to you
- A statutory declaration may be acceptable in some circumstances

What are the possible outcomes of an Academic Appeal Application?

Once an application is accepted for consideration by the Committee, there are three possible outcomes:

- **Denied:** the original outcome is upheld with no further avenues for internal appeal
- **Returned to relevant Division:** the Committee has determined that there are grounds for reconsideration
- **Hearing:** the Committee requests a formal hearing between the student and relevant Division

If your **appeal has been denied** you have no further avenues of appealing within CQUniversity. If you are unhappy with this decision or feel it is unfair you may appeal to an external body, usually the Queensland Ombudsman. If the appeal is related to your ongoing enrolment, you must email appeals@cqu.edu.au within ten working days of receiving your outcome and provide evidence that you have submitted an external appeal.

If the outcome of your appeal is "**returned to the relevant Division**" this means that your School or Division reconsider their decision. The University will contact you to advise what will happen next. Please read your outcome or decision very carefully, and contact Student Advocacy if there is something you don't understand, or if you need information or assistance.

If your appeal is accepted for a **hearing**, this means that you have the opportunity to present your evidence to the University in person, and to ask any questions you may have.

What is a hearing? What happens?

The hearing is a formal meeting attended by the student, a support person, and a group of people from the University, (called a panel) including someone from your School or Division. You will receive an email with information about the hearing, including the date and time of the hearing.

The hearing is your chance to present your evidence to the panel in person or by Zoom, and to ask any questions you may have. It's important to provide as much information as possible to prove your case.

The School or Division will also present their evidence, and they may also ask you questions during the hearing. You don't have to answer questions if you don't wish to. After the student and the University have presented their evidence and asked any questions, your part in the hearing is finished.

The panel will then discuss the evidence and come to a decision. You will receive an email to tell you about the decision that has been made. If you are unhappy with the decision or feel it is unfair, you may submit an external appeal.

Student Advocacy is available to help you to prepare for your hearing, and to support you during your hearing if you wish. Please let us know if you would like our assistance.

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