

 <b>BOND UNIVERSITY</b>	<b>STUDENT REVIEW AND APPEALS PROCEDURE</b>
Procedure Owner	University Registrar
Contact Officer	Chief Integrity Officer
Approval Authority	University Registrar
Date of Next Review	19 December 2024

## 1. PURPOSE AND OBJECTIVES

The Student Review and Appeals Procedure outlines the processes for implementing the internal review and appeals of decisions component of the Student Grievance Management Policy. For the purposes of this Procedure, review and appeals of decisions are defined as the stages for requesting a review and, where applicable, an appeal of a decision made by the University affecting the student directly.

The University considers review of decisions as essential to the provision of quality services. Reviewing a decision enables the University to identify inconsistencies between decisions made and the policies, procedures and legislation relating to such decisions. This information may be used to instigate review of policies and procedures and to undertake targeted continuous improvement.

The purpose of this Procedure is to:

- outline the steps involved in seeking a review of a decision made by the University;
- outline the steps involved in seeking an appeal against the outcome of a review of a decision made by the University;
- explain the processes for managing student review and appeal of decisions in an equitable and timely manner; and
- describe the expectations and responsibilities of staff and students engaged in the student review and appeals management process.

## 2. AUDIENCE AND APPLICATION

This Procedure applies to all requests by students for review and appeal of decisions made by the University, or by any entity operating on behalf of the University, as listed in the Student Grievance Management Policy, Schedule B1. For University decisions not listed in Schedule B1, refer to clause 2.3 of this Procedure.

Persons intending to seek a review or appeal of a decision should first consult the Student Grievance Management Policy for applicability.

### 2.1. Time Limits

A request for review or appeal of a decision may be lodged in accordance with the timelines set out in Schedule A of this Procedure.

In exceptional circumstances only, the relevant Review Officer (RO), Senior University Officer (SUO) or Chair of University Appeals Committee (UAC) may approve an extension to the deadline for submission of a request to review a decision or submit an appeal. An extension may only be approved where the request for the extension is made prior to the deadline and with justifiable rationale.

### 2.2. Supplementary Procedures

This Procedure is supplemented by more specific procedures as follows:

<b>Decision Type</b>	<b>Schedule</b>
Review of Results Procedure	<a href="#">Schedule B</a>
Appeals against Academic Exclusion Procedure	<a href="#">Schedule C</a>
Appeals against Findings of Student Misconduct Procedure	<a href="#">Schedule D</a>

Students should consult Schedules B, C and D as relevant.

### 2.3. Procedure Exclusion

Separate processes apply to general complaints (refer to Complaints and Feedback Procedure) and grievances about the conduct of research including findings of research misconduct (refer to Research Misconduct Policy). Students whose concerns relate to these matters may seek resolution in accordance with the relevant policy and/or procedure.

### 3. ROLES AND RESPONSIBILITIES

Role	Responsibility
University Registrar	<ul style="list-style-type: none"> <li>▪ Administrative decision maker or reviewer</li> <li>▪ Conduct decision maker</li> <li>▪ Determines the correct or intended interpretation and scope of this Procedure</li> <li>▪ Resolves disputes or uncertainty as to whether a matter falls within the jurisdiction of a specific decision maker</li> </ul>
Chief Integrity Officer	<ul style="list-style-type: none"> <li>▪ Delegate of the University Registrar</li> <li>▪ Provides advice on resolving disputes or uncertainty as to whether a matter falls within the jurisdiction of a specific decision maker</li> <li>▪ Decision maker in relation to multiple reviews/appeals (clause 6)</li> </ul>
Decision maker	<ul style="list-style-type: none"> <li>▪ Academic or professional staff members who make decisions about those matters for which their role or position is designated as the responsible officer within a University policy pertaining to that decision</li> </ul>
Review Officer (RO)	<ul style="list-style-type: none"> <li>▪ An academic or professional staff member not involved in the original decision who is designated as the Review Officer within this Procedure or a University policy and who decides the review in accordance with clause 4.2 of this Procedure</li> </ul>
Senior University Officer (SUO)	<ul style="list-style-type: none"> <li>▪ The University Registrar, Executive Dean of Faculty or Head of University Academic Unit designated as the appeal officer within the Student Grievance Management Policy and who decides the appeal in accordance with clause 4.3 of this Procedure</li> </ul>
University Appeals Committee (UAC)	<ul style="list-style-type: none"> <li>▪ A Committee constituted in accordance with its terms of reference that is designated as the appeal body within the Student Grievance Management Policy and which decides the appeal in accordance with clause 4.3 of this Procedure</li> </ul>
Manager, Academic Secretariat	<ul style="list-style-type: none"> <li>▪ Responsible for providing administrative support and advice to the University Appeals Committee or delegating such authority as necessary (clauses 4.3.4-4.3.6)</li> </ul>

### 4. PROCEDURE

For most decisions, the University has a three-stage internal process for review and appeal:

- Stage 1: Informal consultation with decision maker (preferred but not compulsory);
- Stage 2: Review of decision; and
- Stage 3: Formal appeal against outcome of review.

For decisions pertaining to:

- academic exclusion for unsatisfactory progress in a coursework program – refer directly to clause 4.3 and Schedule C of this Procedure; or
- findings of academic or general misconduct and associated orders and/or penalties – refer directly to clause 4.3 and Schedule D of this Procedure.

#### 4.1. Stage 1: Informal Resolution

Before seeking a review, the student should contact the decision maker in person or in writing to fully understand the decision, any additional information about the decision, check any details and correct any misunderstandings.

##### 4.1.1. Possible Outcomes

Following informal consultation, the outcomes may be:

- the decision maker sets aside or varies the decision;
- the decision maker affirms the decision;
- the student, with a better understanding of the basis for the decision, does not seek a review of the decision; or
- the student submits an application for review of the decision in accordance with the process outlined when the student was advised of the decision.

#### 4.2. Stage 2: Seeking a Review of the Decision

If the matter cannot be resolved informally, the student may submit a request for review of the decision to the relevant RO (refer to Student Grievance Management Policy, Schedule B1, for a list of reviewable decisions and designated decision makers) using the appropriate application mechanism, as outlined in the original decision, and await the outcome of the review. Refer to Schedule A of this Procedure for the timelines associated with a review.

In seeking a review of a decision by the RO, the student is required to provide clear rationale for the request as to why they believe the original decision is incorrect and attach copies of all documentation relevant to the decision.

The request for the review must be in writing and must be submitted by the student. Submissions may not be lodged by third parties. The review will only be accepted where the submission:

- does not exceed three A4 pages (size 10 font or greater) and is supported by no more than 10 A4 pages of supporting evidence;
- clearly states the decision for which the review is being sought;
- includes (if relevant) the subject code, subject name and assessment; and
- clearly addresses why the decision was incorrect.

The University reserves the right to seek or access other information pertaining to the matter if required. This may include information that impacts consideration of the matter which has not been provided by the student.

A written submission greater than three A4 pages will require the prior consent of the relevant RO but this must be sought with appropriate justification and approved at least two business days prior to the submission deadline.

Unless prior approval is granted or the RO requests that additional information be provided, no further documentation will be accepted from the student after the submission deadline.

Where new information or evidence relating to a matter is submitted and accepted, the RO may confer with, or refer the matter back to, the original decision maker.

The RO will generally aim to complete the review within 20 business days of receipt of the accepted request.

The period of submission by the student and response by the RO may be extended by the University Registrar if satisfied that the delay is reasonable.

#### **4.2.1. Possible Outcomes**

Following a review of the decision, the outcomes may be:

- the RO sets aside or varies the decision;
- the RO affirms the decision;
- the student, with a better understanding of the basis for the decision, does not seek to appeal the review of the decision;
- the student submits a formal application to appeal the decision (for decisions where an appeal is available); or
- if no appeal within the University is available, the student may seek external options in accordance with the Student External Review Procedure.

#### **4.2.2. Written Notification of Outcome**

The RO (or delegate) will advise the student of the outcome in writing, addressing the student's specific rationale for seeking the review and providing reasons for the decision. The written notification will be provided as soon as possible and normally no later than five working days following the determination being reached. If this is not possible for any reason, the RO (or delegate) will advise the student accordingly.

### **4.3. Stage 3: Lodging a Formal Appeal**

If the matter cannot be resolved by a review of the decision, the student may be eligible to submit a formal appeal against the outcome of the review to the relevant appeal officer (SUO) or UAC (refer to Student Grievance Management Policy, Schedule B1, for a list of appealable decisions and designated decision makers) using the appropriate application mechanism, as outlined in the outcome of the review of the decision, and await the outcome of the appeal. Refer to Schedule A of this Procedure for the timelines associated with an appeal.

#### **4.3.1. Eligibility and Criteria for Appeal Submission**

The University will not accept an appeal submission from a student based solely on their disagreement with the outcome of the review of a decision.

The appeal must be in writing and must be submitted by the student. Submissions may not be lodged by third parties. The appeal will only be considered valid where the appeal:

- does not exceed three A4 pages (size 10 font or greater) and is supported by no more than 10 A4 pages of evidence/documentation;
- clearly states the decision for which the appeal is being sought;
- includes (if relevant) the subject code, subject name and assessment;
- clearly addresses why the rationale of the previous review was incorrect;

- does not simply re-state the information provided by the student to the RO in the previous review;
- meets one or more grounds for appeal referenced in clause 4.3.2 of this Procedure.

A letter of appeal greater than three A4 pages will require the prior consent of the SUO or Chair of UAC but this must be sought with appropriate justification and approved at least two business days prior to the appeal submission deadline.

Unless prior approval is granted or the SUO or Chair of UAC requests that additional information be provided, no further documentation will be accepted after the submission deadline.

Where new information or evidence relating to a matter is submitted and accepted, the SUO or Chair of UAC may confer with, or refer the matter back to, the original decision maker.

#### **4.3.2. Onus of Proof**

In lodging an appeal of a decision, the student bears the onus of proof and is responsible for establishing that the RO made an incorrect decision. The student must identify one or more grounds of appeal (listed below) and provide the SUO or UAC with all supporting information or evidence from the beginning of the appeal process.

An appeal may only be submitted by a student where they can demonstrate at least one of the following grounds:

- new and relevant material exists that was not reasonably available to the student before the decision was made and that would have a significant impact on the decision;
- an order or penalty imposed as a consequence of a finding of misconduct was excessive or inappropriate taking into account all the circumstances of the case;
- there was a misapplication of policy or procedure resulting in disadvantage to the student;
- there was bias or a conflict of interest on the part of the decision maker; or
- in the case of exclusion for unsatisfactory academic progress, there were extenuating circumstances that prevented the student from completing their studies successfully.

The University reserves the right to seek or access other information pertaining to the matter if required. This may include information that impacts consideration of the matter which has not been provided by the student.

New information or evidence should not be introduced by the student during the appeal process unless:

- there has been a major change in circumstances since the student initiated the review;
- the student can demonstrate that the new information or evidence relied upon was not reasonably available to the student at the time the review or appeal was initiated; or
- this was specifically requested by the SUO or UAC.

Where new information or evidence relating to a matter is accepted, the SUO or UAC may confer with or refer the matter back to the original decision maker or the RO.

#### **4.3.3. Assessing the Appeal Submission**

Upon receiving an appeal submission, the SUO or Chair of UAC will assess the submission and:

- a) deem the appeal submission to be invalid (i.e. the appeal submission is ineligible, fails to satisfactorily meet any grounds of appeal, or is frivolous and/or vexatious) and notify the student in writing; or
- b) deem the appeal submission to be valid and organise a meeting with the student or a hearing to consider the grounds of the appeal and evidence provided, and then reach a determination and notify the student in writing of the outcome including the rationale for the determination; or
- c) deem the appeal submission to be valid and proceed as follows:
  - consider the grounds of the appeal and evidence provided;
  - reach a determination; and
  - notify the student in writing of the outcome including the rationale for the determination.

Appeals to the UAC for findings of misconduct and associated orders and/or penalties can only be dealt with under subclauses 4.3.3(a) and 4.3.3(b).

Where an appeal submission is deemed to be invalid by the SUO or Chair of UAC, the student has the option to seek an external review in accordance with the Student External Review Procedure.

#### **4.3.4. Meetings and Hearings**

##### **4.3.4.1. Meeting with SUO**

The SUO may invite the student to meet with them to clarify anything raised by the student or may make a determination based solely on the appeal submission.

##### **4.3.4.2. Hearing of UAC**

Where an appeal submission has been accepted by the Chair of UAC, the Secretary of UAC will ensure that a hearing is convened as soon as practicable after the Chair has accepted the appeal. If it is not possible to arrange a meeting of the UAC within 20 business days, the University Registrar may authorise an extension to this period at the request of the Secretary.

The Secretary of UAC provides the Committee with administrative support and advice but does not vote.

Where the Chair of UAC deems it appropriate or necessary, the student will be invited to attend the hearing. In such circumstances, the Secretary of UAC will provide the student with written notification of any hearing to be conducted by the UAC to facilitate their attendance at the hearing. The Chair may deem it unnecessary for the student to attend if satisfied the student has provided sufficient information for a determination to be made.

The UAC may seek further evidence from any staff member or any other student involved in the matter under consideration in writing or by way of attendance at the hearing.

The hearing will be conducted in accordance with the UAC Terms of Reference.

Once the UAC has reached a determination on a student appeal, it will not consider any additional information or documentation submitted by the student in relation to the appeal unless the determination was subject to the provision of such information or documentation.

#### **4.3.5. Possible Outcomes**

Following consideration of the appeal, the outcomes may be:

- In the case of appeals against findings of misconduct or associated orders and/or penalties, the UAC must affirm, set aside or vary the decision appealed against and may make any one or more of the orders available to the University Disciplinary Board under the Student Code of Conduct Policy, Schedule D. In all other appeals, the SUO or UAC must affirm, set aside or vary the decision appealed against.
- The student, with a better understanding of the basis for the decision, accepts the decision.
- The student seeks an external review with an external agency in accordance with the Student External Review Procedure.

The decision of the SUO or UAC is binding and must be implemented by the University.

#### **4.3.6. Written Notification of Outcome**

The SUO or Chair of UAC (or delegate) will advise the student of the appeal outcome and rationale for the outcome in writing as soon as possible and normally no later than five working days following the determination being reached. If this is not possible for any reason, the SUO or UAC (or delegate) will advise the student accordingly. A copy of such notice must be provided to the Office of Integrity by emailing [integrity@bond.edu.au](mailto:integrity@bond.edu.au).

### **5. SUPPORT FOR STUDENTS**

#### **5.1. Support and Advocacy**

It is recognised that students accessing this Procedure may require personal support. Bond University offers advice and support tailored to individual student needs. This may include academic support, counselling support, assistance with welfare issues, and referrals to off-campus support programs. Access to such support is available to students whether or not a review or appeal is lodged. Students are encouraged to contact the Student Success & Wellbeing Team for a confidential and free consultation to identify the advice and support required. A comprehensive list of services that are available can be accessed [here](#).

A student may seek the assistance of the Student Advocacy services provided by the Bond University Student Association (BUSA) to navigate any stage of the review and appeals process and may be accompanied by a Student Advocate or other support person (not acting as legal counsel or solicitor) at any stage of the process. Where the student intends to bring an accompanying person to a meeting or hearing, they should provide advance notice to the SUO or Chair of UAC of this. While the University encourages students to advocate for themselves, at the discretion of the SUO or Chair of UAC, a Student Advocate or other support person may assist the student in articulating a component of their response.

## **5.2. Independent Professional Advice**

Students may seek independent professional advice in preparation for an interview, meeting or hearing, or in considering decision and appeal documentation.

## **6. MULTIPLE REVIEWS OR APPEALS**

As a general principle, where a student is requesting a review and/or appeal of more than one decision at a time, the matters are conducted separately, although the outcome in one may impact the other. For example, a review about an academic grade and an appeal against Academic Exclusion by the same student will be conducted separately, although the decision about the academic grade may impact the decision about exclusion.

If there is any uncertainty or dispute about how multiple reviews and/or appeals are to be conducted, including whether they be conducted simultaneously or consecutively (and if so in which order), the matter will be referred to the Chief Integrity Officer for advice.

## **7. WITHDRAWAL OF REVIEW OR APPEAL SUBMISSION**

With the exception of appeals against a finding of misconduct, a student may withdraw their submission for review or appeal, in writing, at any stage of the process. For appeals against a finding of misconduct, a student may withdraw their appeal submission in writing up until the commencement of the appeal hearing.

The decision maker will seek confirmation from the student at the commencement of the hearing that the student wishes to proceed.

## **8. EXPECTATIONS**

### **8.1. Of Students**

- Students will act in accordance with the Student Grievance Management Policy and this Procedure, and are expected to be cognisant of this information including timelines for review and appeal.
- Students using the grievance management process must comply with the Student Code of Conduct Policy. Failure to do so may result in the matter being referred to the University Registrar (or delegate) as a student discipline matter.
- Students must ensure that all of their contact details are current in the University's Student System (e-Student).

### **8.2. Of Staff**

- Staff will act in accordance with the Student Grievance Management Policy and this Procedure.
- For both the review of a decision and when considering an appeal, the RO, SUO or UAC (or their delegates) will act in accordance with the principles of procedural fairness.

## **9. EXTERNAL REVIEW**

All students have the option of referring a decision to an external agency for review. If a student wishes to explore this option, they should refer to the Student External Review Procedure. While a student may refer a grievance to an external agency at any stage, external agencies generally require that all internal resolution processes are exhausted prior to consideration by their office.

## **10. MONITORING AND ASSURANCE**

The University Registrar will monitor the occurrence and nature of applications received from students for review or appeal of decisions to identify if systemic issues exist across the University. The Office of Integrity will produce an annual report, to be submitted to Council via the University Management Committee and Academic Senate, which analyses relevant data and trends (including systemic issues) and identifies where review or appeal outcomes have resulted in changes to policy or procedure.

The University Registrar will periodically review the volume of applications received from students for review or appeal of decisions and the timelines for processing these matters through the University's student review and appeals management system. Statistics and trends will be reported back to relevant areas to facilitate continuous improvement.

## **11. RECORD KEEPING**

All files relating to applications lodged by students for review or appeal of decisions will be retained and disposed of in accordance with University and statutory requirements.

The University will maintain confidentiality relating to the management of these matters in accordance with the Privacy Policy.

## 12. DEFINITIONS, TERMS, ACRONYMS

Terms used in this Procedure and the supplementary procedures listed in clause 2.2 have the same meaning as set out in the Student Grievance Management Policy.

## 13. AFFILIATED PROCEDURES AND SCHEDULES

[Schedule A](#): Student Review and Appeal of Decisions – Summary of Timelines

[Schedule B](#): Review of Results Procedure

[Schedule C](#): Appeals against Academic Exclusion Procedure

[Schedule D](#): Appeals against Findings of Student Misconduct Procedure

[Student External Review Procedure](#)

## 14. RELATED DOCUMENTS

[Academic Progress Policy \(SS 5.4.5\)](#)

[Assessment Policy \(TL 3.5.1\)](#)

[Bond University Student Charter](#)

[Complaints and Feedback Procedure](#)

[Privacy Policy \(INF 6.5.1\)](#)

[Research Misconduct Policy \(RES 4.5.5\)](#)

[Sexual Harm Policy \(SS 5.8.3\)](#)

[Student Code of Conduct Policy \(SS 5.2.1\)](#)

[Student Fees, Charges and Refunds Policy \(SS 5.7.4\)](#)

[Student Grievance Management Policy \(SS 5.8.1\)](#)

[Support for Students' Policy \(SS 5.8.2\)](#)

[Student Wellbeing and Safety Policy \(SS 5.8.4\)](#)

## 15. MODIFICATION HISTORY

Date	Sections	Source	Details
14 December 2023		Special Advisor University Governance	V 2 Academic Governance Interim Review
June 2023	Schedule B	Special Advisor University Governance	Roles & Responsibilities for alignment with Student Grievance Management Policy
19 December 2022			Date First Approved Regulations to Procedure

**STUDENT REVIEW AND APPEAL OF DECISIONS – SUMMARY OF TIMELINES**

Where a request for review or an appeal submission does not meet the criteria specified in the Student Review and Appeal Procedure, the timelines below will only come into effect once the criteria have been met.

If other timelines apply under a specific policy or procedure, they will take precedence over the general provisions in this Schedule.

**Request for Review of Decision**

Action	Responsible party	Timeframe
Lodge formal written request for review	Student	Within 10 business days of receipt of the decision outcome notification, or within 20 business days where a domestic student is denied recrediting of FEE-HELP (withdrawal without financial penalty)
Initiate review process	University	Within 10 business days of receipt of the accepted request
Finalise decision and advise outcome	University	*Normally within 20 business days of receipt of the accepted request

**Appeal against Outcome of Review of Decision**

Action	Responsible party	Timeframe
Lodge formal written appeal against review outcome	Student	Within 10 business days of receipt of the decision outcome notification or within 20 business days where: <ul style="list-style-type: none"> <li>• an international student is advised of suspension/cancellation of enrolment</li> <li>• an international student is excluded for unsatisfactory academic progress in a coursework program</li> <li>• an international student is refused granting of a letter of release</li> <li>• an international student is advised of suspension or expulsion due to a finding of misconduct</li> <li>• a domestic student is denied recrediting of FEE-HELP (withdrawal without financial penalty)</li> </ul>
Assessment of appeal submission	University	Within 10 business days of receipt of the appeal submission
Finalise decision and advise outcome	University	*Normally within 20 business days of receipt of the accepted appeal

**External Review**

Action	Responsible party	Timeframe
Lodge request for review with domestic Student Ombudsman	Student	In accordance with the process set by the Student External Review Procedure
Lodge request for review with an external agency other than domestic Student Ombudsman. For example: <ul style="list-style-type: none"> <li>▪ Commonwealth Ombudsman (for international students)</li> <li>▪ Administration Appeals Tribunal (for unresolved issues pertaining to FEE-HELP)</li> </ul>	Student	In accordance with the process set by the relevant external agency

\*The University recognises that, in order to ensure an equitable outcome is achieved, complex issues involving multiple parties may take longer to resolve. In such circumstances, an extension to these timelines may be approved by the University Registrar.



## REVIEW OF RESULTS PROCEDURE

### 1. PURPOSE AND OBJECTIVES

This Procedure outlines the processes relating to Review of Interim Assessment and Review of Final Assessment. For the purposes of this Procedure, both of these circumstances are referred to as 'reviews'.

### 2. AUDIENCE AND APPLICATION

Academic staff of Bond University and students enrolled in coursework subjects at the University.

### 3. ROLES AND RESPONSIBILITIES UNDER THIS PROCEDURE

Role	Responsibility
University Appeals Committee	<ul style="list-style-type: none"> <li>▪ Considers and determines appeals against outcomes of Review of Final Assessment</li> </ul>
Student Business Centre	<ul style="list-style-type: none"> <li>▪ Notifies students of Review of Final Assessment outcomes</li> </ul>
Executive Dean of Faculty or Head of University Academic Unit (UAU), or delegate	<ul style="list-style-type: none"> <li>▪ May approve extensions to deadlines for submission of requests for Review of Final Assessment</li> <li>▪ Arranges for Reviews of Final Assessment to be conducted and advises the Student Business Centre of outcomes</li> <li>▪ Resolves disputes between reviewers and lead educators arising from the conduct of reviews</li> <li>▪ Considers and determines appeals against outcomes of Review of Interim Assessment</li> </ul>
Associate Dean (Student Affairs & Service Quality), or equivalent	<ul style="list-style-type: none"> <li>▪ May approve extensions to deadlines for submission of requests for Review of Interim Assessment</li> <li>▪ Arranges for Reviews of Interim Assessment to be conducted and notifies students of outcomes</li> </ul>

### 4. PROCEDURE

#### 4.1. Conduct of Reviews

4.1.1. Bond University acknowledges and supports a student's right to seek review of the results given for all assessment items in a subject, where the student believes that the results do not accurately reflect their academic performance.

However, the following are ineligible reasons for seeking a review of results:

- disagreement with the assessment methods or learning outcomes approved by the University for the subject;
- disagreement with the standard required to receive particular marks or grades in the subject;
- enrolment overload;
- personal and/or medical problems (which may be dealt with by deferred assessment requests or retrospective withdrawal procedures);
- financial, career, visa or other personal implications of not passing the subject or not achieving a particular mark or grade;
- the mark or grade not being indicative of academic performance in other assessments in the subject or previous academic history;
- the amount of time, work or effort expended in completing the assessment;
- the need for additional marks to secure a higher or passing grade;
- marks or grades achieved by other students in the subject;
- changes to a mark or grade due solely to an administrative error; and/or
- disagreement with a penalty imposed for academic misconduct in accordance with the Student Code of Conduct Policy.

In addition, there is no review of results in relation to original assessments where a resit or supplementary assessment has been completed by the student.

Applications that are ineligible for review will not be progressed and the student will be advised accordingly. Failure to progress a student's application is not a reviewable or appealable decision.

4.1.2. Where practicable, performative assessments should be recorded to facilitate review. Otherwise the review will consist only of an administrative check of whether the marks for the assessment have been aggregated correctly.

4.1.3. Where practicable, all reviews should be conducted without the reviewer knowing the identity of the student and by a member of academic staff qualified to undertake the review.

- 4.1.4.** A review considers whether the result for an assessment item is within the range of acceptable options appropriate for the quality of work submitted. Accordingly, it is appropriate for the reviewer to refer to the decision and reasoning of the original marker while undertaking a review.
- 4.1.5.** A review may lead to no change, or to a less favourable or more favourable outcome for the student. The reviewer will address the student's specific rationale for seeking the review and provide reasons for the determination reached.
- Where a reviewer determines that the result originally given falls within the range of acceptable options for an assessment item of that quality, they will confirm the result originally given.
  - Where a reviewer determines that the result originally given falls outside the range of acceptable options for an assessment item of that quality, they will nominate a result which they deem to be appropriate. The lead educator may either accept that result or the matter will be referred to the Executive Dean or Head of UAU, or delegate, for final decision.
- 4.1.6.** Where a review results in a changed result, this result will be recorded as the student's result for the assessment item, regardless of whether it is higher or lower than the original result.
- 4.1.7.** Where a student has been excluded for unsatisfactory academic progress and has submitted, or intends to submit, a request for review of results, the student must appeal against their exclusion within the appeal timelines pending the outcome of their request for review of results.

## **4.2. Review of Interim Assessment**

- 4.2.1.** A student who is not satisfied with their result for an interim assessment item should initially approach the lead educator of the subject to discuss the result and resolve any concerns through consultation.
- 4.2.2.** A student who is not satisfied with the outcome of the discussions with the lead educator may request a Review of Interim Assessment within 10 business days of being advised of the original result. The request must be in writing, provide the reasons for seeking the review, and be lodged with the Student Affairs & Service Quality (SASQ) Team, or equivalent, within the Faculty or UAU responsible for the subject.

### **Faculty / UAU**

Bond Business School  
 Bond University College  
 Faculty of Health Sciences & Medicine  
 Faculty of Law  
 Faculty of Society & Design  
 Transformation CoLab

### **Email**

[SASQ\\_business@bond.edu.au](mailto:SASQ_business@bond.edu.au)  
[SASQ\\_BUC@bond.edu.au](mailto:SASQ_BUC@bond.edu.au)  
[SASQ\\_HSM@bond.edu.au](mailto:SASQ_HSM@bond.edu.au)  
[SASQ\\_Law@bond.edu.au](mailto:SASQ_Law@bond.edu.au)  
[SASQ\\_FSD@bond.edu.au](mailto:SASQ_FSD@bond.edu.au)  
[CoreExec@bond.edu.au](mailto:CoreExec@bond.edu.au)

The deadline above may be varied for a subject running on a non-standard calendar in order to facilitate the timely resolution of assessment outcomes, provided this is specified in the subject outline.

In exceptional circumstances only, the Associate Dean (SASQ), or equivalent, may approve an extension to the deadline for submission of a request for Review of Interim Assessment.

- 4.2.3.** The Associate Dean (SASQ), or equivalent, will arrange for the review to be conducted and notify the student of the outcome by email normally within 10 business days from the date of lodgement of the request for review. The written notification to the student will comply with clause 4.2.2 of the Student Review and Appeals Procedure.
- 4.2.4.** A student who believes the outcome of the review to be incorrect may submit an appeal against the decision to the Executive Dean or Head of UAU. Refer to clause 4.3 of the Student Review and Appeals Procedure.

## **4.3. Review of Final Assessment**

- 4.3.1.** For the purposes of this Procedure, a Review of Final Assessment is defined as a review of a final subject examination or other final assessment item and includes consideration of whether the aggregate marks for all assessment items in the subject have been taken into account.

- 4.3.2.** Reviews of interim assessment items are subject to the process outlined in clause 4.2 and will not be undertaken as part of a Review of Final Assessment.
- 4.3.3.** Where practicable, a student who is not satisfied with their result for a final assessment should initially approach the lead educator of the subject to discuss the result and resolve any concerns through consultation.
- 4.3.4.** A student who is not satisfied with the outcome of the discussions with the lead educator may request a Review of Final Assessment by lodging the online application form, including written reasons for seeking a review, via eStudent no later than 5pm on the Friday of Week 1 of the semester following the final examination or assessment (or, where the student receives a result after the official release date, no later than 10 business days following publication of the result).
- The deadlines above may be varied for a subject running on a non-standard calendar in order to facilitate the timely resolution of assessment outcomes, provided this is specified in the subject outline.
- In exceptional circumstances only, the Executive Dean or Head of UAU, or delegate, may approve an extension to the deadline for submission of a request for Review of Final Assessment.
- 4.3.5.** The Executive Dean or Head of UAU, or delegate, will arrange for the review to be conducted and the Student Business Centre will notify the student of the outcome by email normally no later than Friday of Week 2 of the semester following the final examination or assessment. The written notification to the student will comply with clause 4.2.2 of the Student Review and Appeals Procedure.
- 4.3.6.** Where there is no change of result, except where the original result was a Fail grade, a fee of \$50 per subject will be charged to the student's account.
- 4.3.7.** A student who believes the outcome of the review to be incorrect may submit an appeal against the decision to the University Appeals Committee. Refer to clause 4.3 of the Student Review and Appeals Procedure.

## 5. RELATED DOCUMENTS

[Academic Progress Policy \(SS 5.4.5\)](#)

[Assessment Policy \(TL 3.5.1\)](#)

[Bond University Student Charter](#)

[Complaints and Feedback Procedure](#)

[Student Code of Conduct Policy \(SS 5.2.1\)](#)

[Student Grievance Management Policy \(SS 5.8.1\)](#)

## 6. MODIFICATION HISTORY

Date	Sections	Source	Details
14 December 2023			V 2 Academic Governance Interim Review
19 December 2022			Date First Approved Regs to Procedure

## APPEALS AGAINST ACADEMIC EXCLUSION PROCEDURE

### 1. PURPOSE AND OBJECTIVES

This Procedure provides information to current students pertaining to the lodgement of appeals against Academic Exclusion from a coursework program of study due to unsatisfactory academic progress (refer to Academic Progress Policy) in accordance with the Student Grievance Management Policy.

### 2. AUDIENCE AND APPLICATION

This Procedure applies to the lodgement of an internal appeal against Academic Exclusion by current students enrolled in a coursework program, as covered by the Academic Progress Policy and the Student Grievance Management Policy.

### 3. ROLES AND RESPONSIBILITIES UNDER THIS PROCEDURE

Role	Responsibility
University Appeals Committee (UAC)	<ul style="list-style-type: none"> <li>▪ Considers and determines appeals against Academic Exclusion for unsatisfactory academic progress</li> </ul>
Secretary of UAC	<ul style="list-style-type: none"> <li>▪ Notifies students of the outcome of their appeal</li> </ul>

### 4. PROCEDURE

#### 4.1. Submission of Appeal

A student who is excluded from a coursework program of study for unsatisfactory academic progress under the Academic Progress Policy may appeal that exclusion to the University Appeals Committee (UAC).

A student may submit an appeal by downloading the online **appeal application form** and **personal statement template** from the [Student Appeals Web Page](#) and returning these documents via email to the Student Business Centre [sbc@bond.edu.au](mailto:sbc@bond.edu.au) by the due date advised on the student's exclusion notification. Applications received after this deadline will not be considered by the UAC.

Appeals against Academic Exclusion may only be submitted on the ground that there were extenuating circumstances that prevented the student from completing their studies successfully.

The appeal must be submitted within 10 business days or, in the case of international students, 20 business days of the date of the official letter advising the student of their exclusion.

With the exception of additional supporting documents, the submission should be no greater than three A4 pages, comprising the appeal application form (one page) and personal statement (two pages maximum). Submissions greater than this will require the prior consent of the Chair of UAC but this must be sought with appropriate justification and approved by the Chair prior to the appeal submission deadline.

When appealing to the UAC, students should include all information relevant to their situation including a full account of the issues that prevented them from completing their studies successfully and copies of any relevant documents (e.g. medical certificates from AHPRA registered medical practitioners, legal documents) that support statements made in their appeal submission.

Where an appeal against Academic Exclusion is submitted to the UAC for consideration, enrolment in the current semester will continue until a determination is reached by the UAC.

A student attending a meeting of the UAC may be accompanied by a support person (not acting as legal counsel or solicitor).

In accordance with the Academic Progress Policy, the above process includes an embedded review stage as the relevant Faculty or UAU may permit a student who receives an exclusion notification to re-enrol on such conditions as the Faculty or UAU deems appropriate. Where the Faculty or UAU has not exercised its discretion to permit re-enrolment, the student's appeal will be submitted to the UAC.

#### 4.2. Decision of UAC

The Secretary of UAC will maintain a record of the proceedings of each hearing containing a fair summary of the evidence submitted to or obtained by the UAC and other minutes of its proceedings necessary to show fairly the way in which it conducted its inquiry. The Chair of UAC is responsible for confirming the minutes of UAC hearings.

In compliance with clause 4.3.6 of the Student Review and Appeals Procedure, the Secretary of UAC will advise the student of the Committee's decision and reasons for the decision in writing as soon as possible and normally no later than five business days following the meeting. If this is not possible for any reason, such as the necessity

for the Committee to obtain further information before making its decision, the Secretary will advise the student accordingly.

The UAC may override the relevant exclusion on such probationary conditions, if any, as the UAC considers appropriate.

If a student's appeal to the UAC is unsuccessful, the exclusion will be implemented and, in the case of an international student, the student will be reported in the national Provider Registration and International Student Management System (PRISMS).

The UAC will not consider any additional information or documentation submitted by a student in relation to an appeal once the Committee has made its determination on a student's case unless that determination was subject to the provision of such information or documentation.

The decision of the UAC is final and there is no other avenue of appeal within the University. However, the student may refer the matter to the Commonwealth Ombudsman (international students) or Student Ombudsman (domestic students) in accordance with the Student External Review Procedure.

## 5. RELATED DOCUMENTS

[Academic Progress Policy \(SS 5.4.5\)](#)

[Complaints and Feedback Procedure](#)

[Student External Review Procedure](#)

[Student Grievance Management Policy \(SS 5.8.1\)](#)

## 6. MODIFICATION HISTORY

Date	Sections	Source	Details
14 December 2023	4.1, 4.2		V 2 Academic Governance Interim Review
19 December 2022			Regulations to Procedure

**APPEALS AGAINST FINDINGS OF STUDENT MISCONDUCT PROCEDURE**

**1. PURPOSE AND OBJECTIVES**

This Procedure provides information regarding lodgement of appeals against findings of student misconduct and associated orders and/or penalties (refer to Student Code of Conduct Policy) in accordance with the Student Grievance Management Policy.

**2. AUDIENCE AND APPLICATION**

For the purposes of this Procedure, the term ‘student’ refers to a person who is enrolled in one or more subjects or a research program offered by the University.

**3. ROLES AND RESPONSIBILITIES UNDER THIS PROCEDURE**

Role	Responsibility
University Appeals Committee (UAC)	<ul style="list-style-type: none"> <li>▪ Considers and determines appeals against findings of student misconduct</li> </ul>
Secretary of UAC	<ul style="list-style-type: none"> <li>▪ Notifies Chair of UAC of the submission of student appeals</li> <li>▪ Notifies students of the outcome of their appeal</li> <li>▪ Maintains records of the proceedings of each hearing</li> </ul>

**4. PROCEDURE**

**4.1. Show Cause against Level 1 General Misconduct**

Refer to Student General Misconduct Procedure.

**4.2. Appeal against Finding of Student Misconduct and/or associated Orders or Penalties**

A student may appeal a decision of a decision maker as to whether the student has committed academic or general misconduct or as to any order/penalty imposed on the student.

An appeal may only be submitted where the student can demonstrate one or more of the following grounds:

- new and relevant material exists that was not reasonably available to the student before the decision was made and that would have a significant impact on the decision;
- a penalty imposed as a consequence of a finding of misconduct was excessive or inappropriate taking into account all the circumstances of the case;
- there was a misapplication of policy or procedure resulting in disadvantage to the student; and/or
- there was bias or a conflict of interest on the part of the decision maker.

The UAC deals with all appeals from decisions made under the Student Code of Conduct Policy and, where appeal submissions are deemed valid, proceeds by way of a hearing in accordance with clause 4.3 below.

To appeal a decision, the student must submit a letter of appeal to the Manager, Academic Secretariat, within 10 business days of being given notice of the decision. The letter should:

- state whether the appeal is against the finding of misconduct, the orders/penalties, or both;
- not exceed 10 A4 pages including supporting documentation (note: all documentation submitted to the original decision maker will be submitted to the relevant appeal body);
- not simply re-state the information provided to the original decision maker but provide relevant grounds and explanation as to why, in the student’s opinion, the decision made by that decision maker was incorrect.

Students must satisfy eligibility and criteria for the appeal submission as outlined in clause 4.3.1 of the Student Review and Appeals Procedure.

The Manager, Academic Secretariat, or nominee must give notice of an appeal to the Chair of UAC within 10 business days. The UAC must meet to hear an appeal within 20 business days of the day the Chair of UAC receives notice, although the UAC, with the permission of the University Registrar, may adjourn a hearing without regard to the time limit where justifiable reasons exist.

The UAC must affirm, set aside or vary the decision or decisions appealed against and may make any one or more of the orders available to any decision maker listed in the Student Code of Conduct Policy.

**4.3. How the UAC Proceeds**

When dealing with an appeal against a finding of misconduct and/or the associated orders/penalties, the UAC will proceed in the way the Chair decides but must observe the following requirements:

- the Secretary must give the student notice, at least five business days before the date of the hearing, of the time and the place of the hearing;
- the student is entitled to be accompanied by a support person (not acting as legal counsel or solicitor);
- the student is entitled on request to be present throughout the hearing except where the members of the UAC wish to confer privately among themselves or to consider their decision;
- if the student fails to attend an appeal hearing within 15 minutes of the scheduled hearing time, the hearing may proceed and the UAC may make a decision in the student's absence;
- the student on request may call and examine their own witnesses, and may address the UAC at the conclusion of the evidence;
- the UAC must determine an appeal on the basis of evidence adduced by the parties, without being bound by the rules of evidence but according to the justice of the case;
- the student must be given a copy of, or an opportunity to inspect, all evidence unless, in the opinion of the Chair, there is justifiable reason not to make any particular piece of evidence available to the student;
- at every hearing, the UAC has complete authority to keep order in the proceedings, including the authority to order the removal of a person, including a student or their support person;
- when two or more students are alleged to have committed offences arising out of the same occurrence or series of occurrences, the Chair must decide whether their cases are to be heard separately or together;
- a hearing before the UAC must be conducted in closed session; and
- if the appeal does not relate solely to the orders/penalties imposed by the decision maker, the UAC must decide, to its reasonable satisfaction, whether the student has committed misconduct.

The Secretary will maintain a record of the proceedings of each hearing, containing a fair summary of the evidence submitted to or obtained by the UAC and other minutes of its proceedings necessary to show fairly the way in which it conducted the inquiry. The Chair of UAC is responsible for confirming the minutes of UAC hearings.

As soon as practicable, and normally no more than five business days, after the UAC has reached a decision, the Secretary will provide written notification of the decision to the University Registrar and to the student on behalf of the Chair of UAC. The written notification to the student will comply with clause 4.3.6 of the Student Review and Appeals Procedure.

There is no other avenue of appeal within the University even if the outcome of an appeal to the UAC results in a greater penalty being imposed.

#### **4.4. Internal Appeal Operates to Stay Proceedings**

An order of suspension or expulsion from the University resulting from a finding of misconduct will be implemented immediately, unless the decision maker directs that implementation of the order be set aside or deferred.

For all other findings of misconduct, an internal appeal normally suspends the implementation of the orders/penalties imposed. In some cases, a decision maker may make an implementation direction that the order/penalty is to be implemented, despite the appeal. The decision maker must provide justification as to why the implementation of the decision should be enacted immediately.

### **5. RELATED DOCUMENTS**

- [Complaints and Feedback Procedure](#)
- [Student Academic Misconduct Procedure](#)
- [Student Code of Conduct Policy \(SS 5.2.1\)](#)
- [Student General Misconduct Procedure](#)
- [Student Grievance Management Policy \(SS 5.8.1\)](#)

### **6. MODIFICATION HISTORY**

Date	Sections	Source	Details
14 December 2023	4.3, 4.4		V 2 Academic Governance Interim Review
19 December 2022			Regulations to Procedure