

## A10: Academic Appeals Policy

### 1.0 Purpose

The purpose of this policy is to provide a framework for learner appeals on any academic matter relating to a programme of study.

### 2.0 Policy

A learner may appeal to the Academic Director on any decision, action or omission with respect to academic matters relating to their programme of study.

### 3.0 Scope

The policy applies to academic appeals only. For other appeals and for further details on complaints, refer to A09: Learner Feedback and Complaints Policy.

### 4.0 Procedures

- 4.1 The academic matter is discussed with the tutor/lecturer/teacher, and if the learner is not satisfied the matter, is referred in writing to the Head of School/ Academic Director (Seafield) for a written response.
- 4.2 A written appeal may be lodged with the Head of School/ Academic Director (Seafield) if unresolved after seven days. The Head of School/Academic Director (Seafield) will investigate your concerns to work towards a solution. The appeal will be reported to the Executive Leadership Team.
- 4.3 Should a matter still not be resolved to the satisfaction of the complainant, they will have the right to bring the matter to the attention of NZQA, PO Box 160, Wellington 6140, or email to [www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/#e26507\\_heading1](http://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/#e26507_heading1) (complete form from the NZQA website).
- 4.4 Should a matter not be resolved to the satisfaction of the complainant where the complainant is an international learner, they can contact NZQA <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/> (complete form from the NZQA website)
- 4.5 All communications are to be kept on the learner's record in the Student Management System (SMS) and reported on as per section 5.5 of policy A09: Learner Feedback and Complaints Policy.

### 4.0 Document Control

#### 4.1 Monitoring and Evaluation:

The Academic Board/ is responsible for monitoring and evaluating this policy.

| Version | Type of Change                       | AB Reference                              | Approval Date   | Effective from  |
|---------|--------------------------------------|-------------------------------------------|-----------------|-----------------|
| 1       | Development of Policy                | AB Action Item 54                         | 23 June 2015    | 23 June 2015    |
| 2       | Minor Review and Re-format of Policy | Approved by AB                            | 20 October 2015 | 20 October 2015 |
| 3       | Inclusion to NZSEG QMS and Policies. | Approved by the Executive Management Team | 16 January 2017 | 31 January 2017 |

|     |                                                                           |                 |               |               |
|-----|---------------------------------------------------------------------------|-----------------|---------------|---------------|
| 3.1 | Minor changes                                                             | Approved by AB  | 21 July 2020  | 21 July 2020  |
| 4   | Minor changes, addition of 3.0 Scope, updated complaints contact details. |                 | November 2024 |               |
| 5   | Policy Review and Formatting                                              | Approved by ELT | February 2026 | February 2026 |