

FACULTY OF EDUCATION APPEALS PROCEDURE

The Faculty of Education Appeals Procedure is to be read in conjunction with the USQ Appeals Policy (<https://policy.usq.edu.au/portal/custom/detail/appeals/index.html>)

THE GROUNDS on which a student may appeal include:

- denial of admission to a program; or
- the cancellation of admission to a program; or
- change to a program; or
- the failure to grant an exemption; or
- the award of a grade; or
- a decision resulting in exclusion from one or more programs of the University.

It is important to note that, according to USQ Policy, an appeal will be heard only when students have first attempted to resolve the dispute within guidelines set down in accordance with these regulations.

MAIN STEPS IN THE APPEAL PROCESS are as follows:

Step 1

- a) Students are required to raise initial concerns around grades awarded with the: Marker†, Tutor†, Course Examiner† and Moderator‡ before taking their matter to the Program Co-ordinator‡ in an attempt to reach a resolution prior to lodgement of **Student Enquiry of Official Results**.
- b) Where a student remains concerned about a grade awarded in a course, the student must lodge a **Student Enquiry of Official Results** within 20 days of official results release. This form must be lodged with the Faculty of Education Assessment Officer (diane.wilson@usq.edu.au) for processing. After the examiner records their response, the enquiry form will be returned to the student
- c) Students should seek advice from the Student Guild
<http://www.studentguild.com.au/?StudentAdvocacy>

Step 2

- a) If the matter is not resolved to the student's satisfaction, the student may lodge a written request for facilitation with the Secretary of the Appeals Committee (diane.wilson@usq.edu.au) within 7 days of receipt of the **Student Enquiry of Official Result** form.
- b) The Associate Dean (Teaching and Learning) will act as facilitator. Where a case exists the Associate Dean (Teaching and Learning) will seek to resolve the matter with the Course Examiner. If a case is not deemed to exist, the Associate Dean (Teaching and Learning) will seek to resolve the issue with the student. If there is uncertainty regarding a case, the student will be advised to proceed with lodgement of appeal.

Step 3

- a) Where the matter remains outstanding following the outcomes of facilitation, the student may lodge a formal appeal to the Secretary of Appeals Committee (diane.wilson@usq.edu.au). The appeal must be lodged within 7 days of notification of the outcome of the facilitation process.
- b) The appeal must be in writing and accompanied by:
 - Evidence that the student has consulted the marker†, tutor†, course examiner†, moderator‡ and program co-ordinator†‡ regarding the matter contained within the Student Enquiry of Official Results form.
 - Consulted the Associate Dean (Teaching and Learning) regarding the concern to be appealed.
 - Details of the grounds for the appeal
(<https://policy.usq.edu.au/portal/custom/detail/appeals/index.html>)
 - Supporting evidence.
 - Receipt of payment of appropriate fee.

Step 4

- a) The Secretary of the Faculty Appeals Committee will convene a meeting to hear the case.
- b) The student will be notified in writing of the outcome of the appeal.

† *if the same person, only one consultation required.*

‡ *if the same person, please contact the Associate Dean (Teaching and Learning).*

For further information please contact the
Secretary of the Appeals Committee in the Faculty of Education
(diane.wilson@usq.edu.au)