

Academic Grievances

You have the right to seek an informal review of academic decisions. Such requests must be in writing. This step is prior to any appeal process and is not recorded in your transcript. The outcome of any such reconsideration will be notified to you in writing. If the outcome of the reconsideration is not that sought by you, the notification must inform you of your right of appeal and that any appeal must be made within fifteen working days of you receiving notification of the outcome of the review.

Unitec has an Academic Grievances process that you can pursue if you feel you have been unfairly treated with regard to an academic decision on:

- The final grade awarded for any course
- The outcome of a Special Assessment Circumstance (SAC) decision
- The award of a qualification
- Enrolment or admission to a programme or course

Try to resolve your Grievance informally first

We encourage you, wherever possible, to try to resolve your concerns informally, in the first instance. We therefore recommend that you first speak to your course lecturer, your Academic Programme Manager or your Head of School within 7 working days of receiving your decision or result to see if the issue can be solved.

However, if you genuinely feel uncomfortable with doing this, or if the necessary staff are not available, you should seek support and advice from any of the following groups below.

These people can assist you in understanding what options are available to you, help you to resolve your concerns informally and/or guide you through a more formal process.

Advice, Support and Guidance

You will find it helpful to discuss your concerns with one of the following support services before proceeding:

- Student Support Advisor - Student Support Advisors are available to provide guidance and support around informal and formal Appeals.
- Student Advocate - If you need to seek advice or guidance on academic concerns, impacting on your studies, Student Advocates are here to help you. This is a free and confidential service for students.
- Student Central - Student Central (Te Pae Kōrero) advisors can connect you to a wide range of Student Support Services available.
- Maori Student Support - There are a number of kaiāwhina and Māori support staff available to support and guide you through your studies. For more information on what support is available to Māori students, [visit our Student Support for Māori page](#).

Our Pae Arahi is responsible for providing support and guidance for the institution in terms of tikanga Māori and bicultural issues, and is available for students as well.

- Pacific Student Support - Our Pacific staff at the Pacific Centre offer a range of cultural, academic, and personal support to you while you study. For more information on this dedicated support service [visit the Pacific Centre page](#).
- International Student Support - As an International Student you can seek the support and guidance of your International Student Advisors. You'll need to make an appointment to see them, [visit their page to find out how](#).
- Unitec Student Council (**Te Kaunihera Akonga o Wairaka**)
For further support you can also contact your Student Council, Te Kaunihera Akonga o Wairaka. Connect with your Student Reps, [visit the Student Voice page to find out how](#).

Unitec expects staff and students to work together to resolve problems directly if possible, but recognises that this may not always be achievable. Unitec will listen to and work to resolve your concerns promptly, in a fair and professional manner, and in accordance with the principles of natural justice.

Grounds for a Grievance

In order for your grievance to proceed to an investigation, it must meet one of the following 2 grounds:

- Additional information has become available which had not been, and could not reasonably have been, available at the time the original decision was made.
- There has been a material irregularity in the summative assessment of the Course or in the procedures adopted by the Programme Academic Quality Committee

Note: **Material irregularity** means an error made by Unitec, or some other issue, (e.g. with the conduct of your assessment) that has affected your outcome. You must clearly explain what **material irregularity** occurred and how it affected your assessment.

How to lodge an Academic Grievance

There are two steps to take to lodge an Academic Grievance

1. Download and fill out the Notice of Academic Grievance for, clearly explaining the grounds for your appeal and supplying any additional evidence to support your case ([link here](#))
2. Email the form to resolutions@unitec.ac.nz

NOTE: We encourage you to seek advice and/or guidance from any of the Advice, Support and Guidance groups listed under Academic Grievances above, before submitting this form. This is to ensure you are following the correct process and that your Appeal can be resolved as quickly as possible.

Exam Grades

If you're unhappy with an exam grade you can take the following steps:

1. **Request to have your exam script returned:** To have your exam script returned, complete a [Request for Exam Script form](#) and return your completed form to your Academic Leader. Once you have your exam script, you can then request to go through it with your lecturer. There is no charge to request an exam script.
2. **Request to have your exam marks recounted:** You can apply to have your exam script recounted at a cost of \$25 (incl. GST). A lecturer will check the marking has been correctly calculated. If you would like to apply for a recount on a recent exam script, please complete the [Request for Recount form](#) and return it, with payment, to any Student Central. Note: This is not a re-marking of your exam script; it is a recount of the marks. You must apply for a recount **within 15 days** of receiving your result notification.
3. **Book an appointment with a Student Advocate:** After going through your exam script, if you still feel your results are unfair, you can discuss how to appeal the final grade or apply for a restricted pass grade with a Student Advocate.

Appeals

There is an Appeals process available to all students, to ensure that grievances relating to a decision on a Complaint, Disciplinary or an Academic Grievance can be heard and resolved. We endeavour to ensure that student appeals are resolved fairly, promptly and through an easy to follow process. You will be kept informed at each step of this process.

Before making a formal Appeal, please be sure that you have tried to resolve your concerns informally. If you have, and are dissatisfied with a decision in response to either the above Academic Grievance process, a student Complaint or Disciplinary matter, you can request a formal review of the decision via the Appeal process.

Appeals will only be valid where a written application is received by email to resolutions@unitec.ac.nz **within fifteen working days** of the date of the decision/communication of a decision to the student.

Grounds for an Appeal

There are only two grounds on which you can appeal:

- Additional information has become available which had not been, and could not reasonably have been, available at the time the original decision was made.
- There has been unfair process/procedure employed in reaching the original decision that you are appealing

How to make a formal Appeal

There are two steps to take to lodge a Formal Appeal:

3. Download and fill out the Notice of Appeal form, clearly explaining the grounds for your appeal.
(<https://www.unitec.ac.nz/sites/default/files/public/documents/notice-of-appeal.pdf>)
4. Email the form to resolutions@unitec.ac.nz

NOTE: We encourage you to seek advice and/or guidance from any of the Advice, Support and Guidance groups listed under Academic Grievances above, before submitting a formal Appeal. This is to ensure you are following the correct process and that your Appeal can be resolved as quickly as possible.

How the formal Appeal process works:

Here is what happens after your Appeal is submitted.

1. You will be sent a confirmation email from the Appeals Administrator, so that you know your Appeal has been received
2. An Investigator who is a senior Academic from outside of your School, will be assigned to your Appeal, and they will make contact with you
3. The Investigator, where possible, will arrange a time to meet with you. *You are encouraged to bring a support person with you to this meeting*
4. The Investigator will speak to your lecturers and undertake whatever research is needed to reach a conclusion. They will provide you with regular updates on their progress
5. You will receive their decision in writing, via email within 10 working days of their initial contact with you
6. At this stage, you can either accept the decision or make a further appeal to the Chair of Academic Board

Not satisfied with the formal Appeals outcome

If you would like to appeal the decision that has been made, fill out the **Notice of Appeal form** and email it to the Chair of Unitec's Academic Board at chair@ab.ac.nz

For timings and further details about the process, please make sure to read the AC2.6 Student Appeals Procedure located on the Unitec policies page of the Unitec website.

Additional information for International Students

In addition to the above, International Students can also seek the support of **iStudent Appeals**. An independent Grievance resolutions scheme established by the New Zealand Government to encourage swift settlement of contractual and financial Grievances between International Students and their education providers. [For more information visit their website.](#)

As an International student you should be aware of these policies; [Education \(Pastoral Care of International Students\) Code of Practice 2016](#), and [International Student Contract Grievance Resolution Scheme Rules 2016](#).

Additional Information

- Our Counselling Team can support you through this journey. They'll work with you to find a solution-based outcome. [To make an appointment visit their page.](#)
- To view all our Policies, [visit our Unitec Policies page.](#)