

ACADEMIC APPEALS PROCEDURE

INTRODUCTION

These procedures are aimed at simplifying the appeals process while retaining as the final step, a Company Wide perspective.

GENERAL RIGHTS OF APPEAL

A student may appeal against any decision by which he or she is aggrieved which is made in the exercise of powers under the General Course and Examination Regulation, the Limitation of Entry Regulations, and the Course Regulations or any other academic decision where an appeal right is not provided within Fire Rescue and First Response Ltd regulations.

PRELIMINARY RECONSIDERATION

A student has the right to seek a reconsideration of any original decision by the person who made it. Such requests must be in writing. This step is prior to any appeal process and is not recorded in the student's transcript. The outcome of any such reconsideration must be notified to the student in writing. If the outcome of the reconsideration is not that sought by the student, the notification must inform the student of their right of appeal and that any appeal must be made within fourteen (14) days of the student receiving notification of the decision.

SPECIFIC RIGHTS OF APPEAL

All students have a right of appeal. Appeals may cover a wide range of matters; examples include admission to courses, waiver of prerequisites, extensions of time, reconsiderations of grades, and the granting of credit for courses taken elsewhere.

PROCEDURES

An appeal must be made in writing to the relevant Trainer/Assessor within fourteen (14) days of the student receiving notification of the original decision. Every appeal must specify the grounds for the appeal in detail.

Upon receipt of an appeal the Trainer/Assessor will refer it to the Company Directors for written comment.

Fire Rescue and First Response Ltd

QUALITY MANAGEMENT POLICIES

The outcome of the appeal is to be communicated in writing by the Company Directors to the Student as soon as practicable.

Where the result of the appeal is not that sought by the student, the notification of the outcome of the appeal must inform the student.

- I. Of their right of appeal from that decision
- II. That any appeal must be made within fourteen (14) days of the student receiving notification of the decision, and
- III. That any appeal should be lodged directly with the Company Directors

Only in exceptional cases will a late appeal be considered. Reasons for lateness should be provided when the late appeal is made.

If the Trainer/Assessor considers that the appeal is more appropriately heard by the Company Directors, for instance the appeal refers to a Company Policy rather than a Training/Assessment decision, then the student request shall be forwarded to the Company Directors and the student advised accordingly.