

Appeals

Document control

Category	Academic	Sub-category	Improvement Opportunities
Version number	12a	Responsibility	Director responsible for Academic
Approval date	21/04/2026	Next review	01/04/2028
Approved by	Academic Standards Committee	Resolution number	26/ASC03/02

1. Purpose

- 1.1. To provide ākonga with an appropriate independent procedure to appeal against any decision or outcome, academic or other, if they believe they have legitimate grounds for questioning that decision.

2. Application

- 2.1. This policy and procedure apply to all ākonga.
- 2.2. Appealable decisions include:
 - The outcome of an academic complaint or academic integrity matter or review process
 - The outcome of a non-academic complaint
 - The outcome of a postgraduate research or scholarship decision
 - The outcome of an ākonga breach of discipline decision
 - The outcome of a compassionate refund decision

3. Definitions

[Abbreviations and Definitions](#)

Term	Definition
Appeal	A request to review a decision that relates to or impacts on an ākonga
Appellant	Ākonga who has submitted an appeal of any appealable decision, action or omission made by WITT.
Advocate	The person who assists the ākonga by being present and guiding them through the process. The role will normally include observing that the process is followed, and/or advising the ākonga regarding process and option. The ākonga may nominate any person to be their advocate.
Independent	Independent in this context means not involved in the decision that is being appealed.

Support Person	A person who may be present through the appeal process and hearing to provide support and guidance to the ākonga, but who has no speaking rights. The ākonga may nominate any person to be their support person.
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4. Policy

Principles

- 4.1. Appeals will be heard and assessed in a fair, independent, objective, timely and consistent manner.
- 4.2. Ākonga are entitled to culturally appropriate approaches that consider traditional processes for raising and resolving issues.
- 4.3. All parties are entitled to an advocate and support at all steps in the appeals process.
- 4.4. WITT will ensure that systems are in place to enable ākonga to appeal against decisions of individuals or committees. Every person affected by this policy has the right to a copy of this policy and procedure and any other information as needed to clarify any point or process.

Grounds for an appeal

- 4.5. Ākonga may appeal a decision, academic, non-academic, or disciplinary, that affects their study if:
 - a) they have followed all relevant procedures to resolve the issue, and;
 - b) additional information has become available since the decision was made, or;
 - c) there is evidence of a flaw in the process followed
- 4.6. In the case of an academic appeal, the appellant must establish either that:
 - a) there is new information that has a bearing on the matter, and which was previously unavailable (and could not reasonably have been made available at the time the disputed decision was made), or;
 - b) there was a flaw in the process relating to the decision the ākonga seeks to appeal
- 4.7. An appeal based solely on a disagreement over the exercise of academic judgement is not, in itself, grounds for appeal.

A claim by ākonga that they did not know or fully appreciate assessment regulations or the appeals procedure is not grounds for appeal.
- 4.8. In the case of an appeal against an ākonga breach of discipline (Student Charter) decision, the appellant must establish either that:
 - a) the procedure used for investigating or resolving the breach of the Student Charter was not followed, unfair, or biased, or;
 - b) the decision of the investigator could not reasonably be sustained on the evidence, or;
 - c) significant new evidence which was not previously available has become available since the investigation which could have a material effect on the decision made or the penalty imposed, or;
 - d) the disciplinary action(s) taken were out of proportion to the nature of the breach of the Student Charter and the full circumstances of the case.

Timeframe

- 4.9. An appeal must be lodged within seven working days of appellant being advised of an appealable decision being made. In exceptional circumstances, and with the approval of the Director responsible for complaints, an appeal may be received later than seven working days.
- 4.10. Upon receipt of an appeal form, the appeal will be registered on the WITT ākongā appeals register, and the grounds for appeal assessed by the Director responsible for complaints.

Where the Director responsible for complaints finds there are grounds for appeal, the appeal is acknowledged by the Director responsible for complaints within three working days including advice on the next steps in the process.

Formal acknowledgement of receipt of the appeal is sent to the appellant and any support person or advocate noted on the form along with advice on the next steps.

Where the grounds for appeal have not been satisfied the appellant and any support person or advocate are notified of the decision and the reason within 10 working days.

The appeal hearing

- 4.11. Appeals will be considered by the Academic Committee, with input from others as required, determined by the nature of the decision being appealed and the cultural, disability, or other needs of the appellant. Any Professional or Regulatory Body representation requirements must also be considered.

An appeal from within the Bachelor of Nursing programme will require input from an independent registered nurse.
- 4.12. All parties directly affected by the appeal are kept regularly informed of the progress of the appeal, given an opportunity to respond to the findings and entitled to the decision in writing.

Right to further appeal

- 4.13. Appellants have the right to further appeal the Academic Committee's decision to the WITT lead.
- 4.14. Appellants apply in writing to the WITT lead within seven working days of receiving the Academic Committee's decision. A copy of the Academic Committee's decision and support evidence is attached. The appeal will be considered in accordance with WITT's Appeals procedure.
- 4.15. The decision of the WITT lead is final. There is no further internal appeal process available. The decision document informs the appellant of their right to refer the matter to an external organisation such as Study Complaints | Ngā Amuamu Tauira, the Disputes Tribunal of New Zealand, the Human Rights Commission, the Ombudsman, or NZQA Disputes Resolution Scheme. There is a [learner guide to complaints on the Study Complaints website](#).

Documentation, records, and reporting

- 4.16. The Academic Committee receives a summary of appeals and the outcomes twice a year.
- 4.17. Institutional improvements or corrective actions identified as part of the appeal's inquiry or process will be added to the Institute Self-Assessment Improvement Plan and reported to the appropriate person within WITT.

5. Procedure

- 5.1. Appeals (flowchart)

6. Related forms and guidance documents

Forms and templates

- [Appeal form](#)

Guidelines

- [Appeals Guidelines](#)
- [Te Pūkenga Ākonga Appeals Policy](#)

7. Record management

Record	Responsibility	Filed	Retention time	Disposal action
Application for Appeal	Business Support Administrator	SMS Student File	7 years from date of last action	Destroy
Academic Committee minutes	Academic Quality Coordinator	Academic Quality	10 years from last information entry	Transfer to Archives New Zealand
Academic Committee "In Committee" notes	Academic Committee Minute Secretary	Academic Quality - Appeals Register	10 years from last information entry	Transfer to Archives New Zealand

8. Revision history

Version	Description of change	Effective date
06	Review of flowchart for clarity, to include process for Academic Appeals that do not relate to Reconsideration of Result. Update to current template.	08/02/07
07	Review Record Management section and substitute 'Administration Manager' for 'Quality Administration Office'	28/02/08
08	Update to reflect current job titles as per 2008 restructuring.	14/07/09
09	Update to new template. Include reference to independency in process and addition of Clause 4.5 which is Nursing Council requirement.	25/06/13
09(a)	Academic Board has reassigned and approved (Res. No. 14/AB09/4) roles and responsibilities previously held by the Academic Director in the QMS.	15/08/14
09(b)	Academic Standards Committee has reassigned and approved (Res 15/ASC12/6) roles and responsibilities previously held by the Executive Director, Learning and Health Development in the QMS.	25/09/15
10	Updated with current practice, record management and responsibilities.	30/10/18
10(a)	Updated with new delegation and Committee structure	28/01/20
11	Updated to include te reo terminology and changes in responsibility, to change to dual branding, and to bring policy in line with Te Pūkenga policy, including Te Kawa Maiooro by expanding the policy to cover non-academic and disciplinary appeals. Reconsideration of result moved to Complaints Policy.	23/07/24
12	Updated to reflect changes within Te Pūkenga, including removal of Te Ohu Whakahaere Appeals as the final internal port of appeal.	01/04/25

Policy: Appeals

12a	Add 'the outcome of compassionate refund decision' as appealable decision. Changes to reflect new organisational structure (remove Academic Director).	21/04/26
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5.1 APPEALS

