

NON-ACADEMIC APPEALS

Prior to seeking a non-academic appeal, you must have followed the correct procedures including a Reconsideration Request. Refer to the flow chart: *Formal Complaints* for more information.

You may request a non-academic appeal if you do not agree with a decision regarding your:
**Formal Complaint or;
Academic Progress**

Submit your appeal request to the **Head of Operations** using the **Student Appeal** form
within 10 working days of receiving the decision of your Reconsideration Request.

WHAT
HAPPENS
NEXT?

The **Head of Operations** will determine whether your request meets the acceptable grounds for appeal.

You have acceptable grounds for appeal

The **Head of Operations** will arrange for an Appeals Panel to be convened and you will be notified in writing.
You will be given **5 working days** notice of the convening of the Appeals Panel and any requirement for you to attend.

The **Appeals Panel** will notify you of the outcome of your appeal within
20 working days.

Your request for appeal has been
accepted

A suitable way forward will be discussed with you.

You **do not** have acceptable grounds for appeal

The **Head of Operations** will notify you in writing of the decision to refuse the request for appeal and the reasons for that decision.

Your request for appeal is **not accepted**

There has been **no change to the decision made by Yoobee Colleges** on your;
Formal Complaint or;
Academic Progress

If your appeal is not accepted or if you are not satisfied with the outcome of your appeal, you may refer the matter to the New Zealand Qualifications Authority,
PO Box 160, Wellington.