

STUDENT APPEALS (DLI) PROCEDURE

Section 1 - Preamble

- (1) This Procedure is effective from 1 September 2025.
- (2) This Procedure is pursuant to the Student Appeals (DLI) Policy and includes:
 - a. Schedule 1: Academic Outcomes
 - b. Schedule 2: Student Conduct Outcomes

Section 2 - Purpose

- (3) This Procedure documents the transparent, consistent and fair processes for students to appeal Deakin University Lancaster University Indonesia (DLI) decisions for which a right of appeal in DLI policy or procedure.

Section 3 - Scope

- (4) This Procedure applies to appeals by students against DLI decisions made under the relevant academic progress, pathways, award classification, academic integrity and student misconduct procedures.
- (5) During the establishment of DLI, all policy, procedures and supporting processes will be regularly reviewed. In the establishment phase, defined as the first two years from when students commence DLI programs, any issues arising from the implementation of current policy, procedure or process will be referred to a jointly-convened Policy & Procedure Review Panel (PPRP). The PPRP will comprise designated academic and professional service representatives from the University Partners and the Office of the Rector. The PPRP will recommend an outcome best aligned with relevant principles and the best interests of any student(s) concerned, and will advise DLI on the future development of policy, procedure and supporting processes. During the establishment phase, the PPRP may make recommendations to vary any given policy only with endorsement from relevant University Partner governance processes. All academic policy and procedure will be subject to standard scheduled policy review (Section 6) during the two-year establishment phase.

Section 4 - Policy

- (6) This Procedure is pursuant to the Student Appeals (DLI) Policy.

Section 5 - Procedure

Academic judgement

- (7) DLI, through its academic staff, assessment mechanisms, and agreed governance and quality assurance processes, ensures that proper academic judgement is used in all assessment and moderation. Academic judgement therefore cannot be subject to appeal.

- (8) DLI recognises that there are non-academic elements to academic progress and assessment judgements which might have adversely affected the original decision and that there are occasions where students may wish to appeal against an assessment outcome on such grounds.

Appealable decisions

- (9) A student may appeal a DLI decision in relation to:
- a breach of academic integrity in accordance with the Student Academic Integrity (DLI) Procedure;
 - unsatisfactory academic progress in accordance with the Academic Progress (DLI) Procedure;
 - the class of degree to be awarded in accordance with the Grading Schema and Award Classification (DLI) Procedure; and
 - a breach of student conduct in accordance with the Student Misconduct (DLI) Procedure.

Grounds for appeal

- (10) A student appealing a decision is responsible for establishing one or more grounds of appeal on a balance of probabilities (i.e. that it is more probable than not).
- (11) An appeal must be made on one or more of the following grounds:
- a misapplication of DLI policy occurred, resulting in material disadvantage to the student;
 - the student received unfair treatment or discrimination;
 - new evidence that was not known or available at the time of the original decision is now available and could have affected the decision;
 - the decision was manifestly wrong;
 - the outcome imposed by the original decision-maker was manifestly excessive.
- (12) Appeals regarding the class of degree to be awarded can only be made on the grounds that a misapplication of DLI policy occurred, that resulted in material disadvantage to the student.

Submitting an appeal

- (13) A student who wishes to appeal a decision must submit their appeal within 20 DLI working days of being notified of the original decision.
- (14) Students may consult with student advocacy or DLI support services for support in submitting an appeal.
- (15) To be valid, an appeal submission should:
- identify the original decision being appealed;
 - specify the ground or grounds for appeal and explain how each ground applies to the case;
 - include any other evidence to support their appeal.
- (16) The student's enrolment is maintained pending the completion of the appeals process, except in instances outlined in clause (17).

- (17) Subject to legislative requirements, a student's enrolment may be varied pending the outcome of an appeal where the emergency and exceptional powers in the Student General Misconduct (DLI) Procedure apply or where the original decision-maker had suspended or excluded the student.

Group appeals

- (18) A group of students wishing to appeal collectively will need to provide reasons as to why they should be considered collectively. These will be subject to consideration by the Chair of the DLI Appeals Committee whose decision will be final (a decision to not consider an appeal collectively does not preclude students from pursuing individual appeals).
- (19) Where a collective appeal has been agreed, the group will nominate a spokesperson for communication.

Late appeals

- (20) The Chair of the DLI Appeals Committee (the Committee) or nominee may accept a late appeal, after the deadline specified in clause (14), where the student provides supporting material to show how exceptional circumstances prevented them from applying by the deadline. A student's failure to check email is not an exceptional circumstance.

Administrative Review

- (21) After a student submits an appeal, the Rector (or nominee) conducts an administrative review of the submission to determine whether or not it has adequate substance to proceed to hearing.
- (22) The Rector (or nominee) reviews the appeal submission and any information from the original decision-maker detailing the process that was followed in reaching the original decision. Where there is an actual, potential or perceived conflict of interest, they nominate a Committee member to conduct the review.
- (23) If the Rector (or nominee) determines that:
- the ground/s for appeal have not been met, they may advise the student that their appeal will not proceed to hearing;
 - a clear error or misapplication of process has occurred, they may direct the original decision-maker to revise its decision;
 - the ground/s for appeal have been met, they may refer the appeal to the Committee for hearing.
- (24) The Rector (or nominee) communicates to the student the outcome of the administrative review, reasons for the decision and options for external review, where possible within 15 DLI working days.
- (25) If the Rector determines that the ground/s for appeal have been met, a panel of the Committee will be convened to hear and determine the appeal.

Appeal hearing panel composition

- (26) A hearing panel is comprised of at least three DLI Appeals Committee members, and will include the Chair and/or Deputy Chair of the Committee.
- (27) Hearing panels will include at least one member from the home Campus of each University Partner and at least one from the Indonesian Campus.

- (28) Hearing panels will include at least one academic member of staff, and at least one member with expertise relevant to the case being heard.
- (29) Hearing panels will not include any member who has an actual, potential or
- (30) perceived conflict of interest in the matter.

Prior to the hearing

- (31) The Rector (DLI) or nominee schedules the hearing and distributes all documentation to the Committee and student.
- (32) The student is given at least five DLI working days' notice in writing of the date and location of the hearing. Other relevant parties are notified of the hearing and may be asked to attend.
- (33) The Rector (DLI) or nominee advises the student in writing of their right to:
 - a. provide a written response to the Committee;
 - b. attend and participate in the hearing, and ask questions of the Committee;
 - c. call witness/es to the hearing;
 - d. bring a support person and/or Advocate to the hearing, provided the person:
 - i. is not a legal practitioner, except with the permission of the Committee Chair; and
 - ii. has not been involved, or alleged to be involved, in the matter being determined.
- (34) If the student chooses not to attend or participate in the hearing process, the Committee proceeds with the hearing and makes a decision in the student's absence.

At the hearing

- (35) The Committee shall hear an appeal as efficiently and informally as possible, and in accordance with the principles in the Student Appeals (DLI) Policy.
- (36) Committee members:
 - a. act fairly and impartially, and conduct themselves in an unbiased, professional and courteous manner;
 - a. treat all information presented as confidential;
 - b. are not bound by the legal rules of evidence and may inform themselves as the Committee thinks fit;
 - c. exercise independent judgement.
- (37) The Committee may allow a support person to speak on the student's behalf where the support person has expertise likely to assist the Committee or if the student has particular support requirements.
- (38) The Committee may adjourn a hearing at any time but continue to hear the matter in person or by circulation as soon as possible afterwards. The panel composition remains the same throughout the hearing.

Making a decision

- (39) The Committee privately considers all the information presented at the hearing and makes a decision on whether it is more likely than not that the student has established the ground/s of appeal. The decision is reached by a simple majority of Committee members, with the panel Chair having the casting vote.
- (40) The Committee makes its decision at the end of the hearing or as soon as possible afterwards.
- (41) The Committee may decide to:
 - a. dismiss the appeal if the grounds are not made out; or
 - b. uphold the appeal, in whole or in part.
- (42) If the Committee upholds an appeal, it may:
 - a. confirm the original finding and outcome;
 - b. confirm the original finding but vary the outcome (according to the available outcomes set out in the relevant procedures); or
 - c. confirm the original finding and impose an outcome/s as set out in Schedule 1: Academic Outcomes or Schedule 2: Student Conduct Outcomes, as applicable;
 - d. remove the original finding and outcome (and the student's record amended accordingly);
 - e. refer the matter back to the original decision-maker for re-hearing, in whole or in part.
- (43) The Committee may verbally provide the student with an outcome at the end of the hearing.
- (44) Within five DLI working days of the hearing, the Panel Chair sends the student written notice of the outcome of their appeal. The Panel Chair also notifies other relevant stakeholders, including but not limited to:
 - a. the original decision-maker; and
 - b. Campus Director where the student is an international student and an outcome might affect the student's enrolment.
- (45) The Committee's decision is final within DLI.
- (46) The Committee's decision(s) will be implemented immediately, subject to the provisions under clause 17.

External Adjudication

- (47) The written notice of the appeal outcome informs the student that they can seek an external review of final DLI decisions through the UK [Office of the Independent Adjudicator](#) (OIA) for Higher Education or Australian [National Student Ombudsman](#) (NSO).
- (48) The following clause applies to adjudication by the OIA: where the appeal has not been upheld by DLI, a 'Completion of Procedures' letter will be automatically issued to the student. Where an appeal has been upheld or partially upheld, the student can request a Completion of Procedures letter. Further information about Completion of Procedures letters and associated timeframes is available from [OIA](#). The application to the OIA must be made within 12 months of the issue of the Completion of Procedures letter.

Records and reporting

- (49) The Rector (DLI) or delegate ensures records of appeals are kept in accordance with the Information and Records Management (DLI) Policy.
- (50) The Rector (DLI) or delegate will collect and collate data as a quality assurance mechanism.
- (51) The Committee reports appeal outcomes and trends to the Yayasan Governing Board, Deakin University Academic Board and Lancaster University Senate, and may make recommendations to DLI on quality improvement and preventative or corrective actions.

Section 6 - Definitions

- (52) For the purpose of this procedure:
 - a. **DLI working day:** any day on which DLI is open for business and excludes all Saturdays, Sundays, and DLI holidays.
 - b. **Enrol:** the process of completing all required procedures including the payment of all prescribed fees and charges for the program and/or modules to be undertaken by the student and/or the status which results from the completion of the process. At Lancaster University enrolment is known as registration.
 - c. **In writing:** for current DLI students, their DLI student email address; for students who have been suspended or excluded, their last known private email address.
 - d. **Original decision:** the decision that is being appealed.
 - e. **Original decision maker:** the body or committee who made the original decision that is being appealed.
 - f. **Panel:** a panel constituted from members of the DLI Appeals Committee to hear and determine a student appeal.
 - g. **Relevant procedure:** the procedure under which the original decision was made.
 - h. **Student:** has the meaning given in the Student Appeals (DLI) Policy and includes a person who was a student at the time the relevant conduct occurred.

ASSOCIATED DOCUMENTS

These associated documents are available on the DLI Policy page:

- Academic Progress (DLI) Procedure
- Conflict of interest
- DLI Appeals Committee Terms of Reference
- Grading Schema and Award Classification (DLI) Procedure
- How to submit an appeal
- Information and Records Management (DLI) Policy
- National Student Ombudsman
- Office of Independent Adjudicator
- Schedule 1: Academic Outcomes

- Schedule 2: Student Conduct Outcomes
- Student Academic Integrity (DLI) Procedure
- Student Appeals (DLI) Policy
- Student General Misconduct (DLI) Procedure
- Student Misconduct (DLI) Procedure

PROCEDURE DETAIL	
Name of procedure	Student Appeals (DLI) Procedure
Overarching policy	Student Appeals (DLI) Policy
Approved by	Yayasan Governing Board
Approval date	18 June 2025
Date of effect	Upon promulgation
Version	1.0
Date of review	Within 12 months of approval.
DLI Approval	Joint Management Committee 13 June 2025
Deakin University Approval	International Branch Campus Working Group under the delegated authority of the Academic Board 2 June 2025
Lancaster University Approval	Policy Approval Sub-Group of Senate 28 th April 2025 Meeting number 2 / Agenda item 5
Responsible Executive	DLI Rector
Implementation Officer	DLI Rector or nominee (when appointed)
Policy or procedure superseded	Not applicable
Summary	This procedure sets out the process for student appeals.
Key words for online searching	Appeal, hearing, breach, panel
Category	Academic and Administrative
Target audience	Students, staff, associates

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	University Partners	Student Appeals (DLI) Procedure New procedure.	June 2025	Sept 2025