

STUDENT APPEALS (DLI) POLICY

Section 1 - Preamble

- 1) This Policy is effective from 1 September 2025.

Section 2 - Purpose

- 2) This Policy provides Deakin University Lancaster University Indonesia (DLI) with a consistent organisational approach to managing student appeals. It affirms DLI's commitment to a supportive, fair and equitable learning environment by ensuring that students have access to an appeals process which is independent, free, effective and resolved in an efficient and timely manner.

Section 3 - Scope

- 3) This Policy applies to DLI students enrolled in Higher Education programs.
- 4) 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 and 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

Principles

- 5) DLI is committed to providing transparent, equitable, and consistent mechanisms for students to appeal specified decisions of DLI.
- 6) Student appeals will be conducted using the following principles:
 - a. actions shall be fair and just, and comply with natural justice;
 - b. the rights and interests of all DLI members, visitors and partners and stakeholders are to be respected, as well as those of individual students;
 - c. investigation processes will be impartial, timely and transparent;
 - d. decision-making will be carried out in accordance with appropriate levels of responsibility within DLI;
 - e. outcomes determined shall be appropriate and proportionate;
 - f. there shall be no unlawful discrimination; and

- g. confidentiality and privacy will be respected as far as possible, given legal requirements and obligations such as the requirement to investigate matters, accord natural justice, report matters to the police or other regulatory bodies, and keep records.
- 7) Students will not be hindered in making a reasonable appeal, and all reasonable appeals will be taken seriously and dealt with according to the agreed procedures.
- 8) No students will be disadvantaged for making appeals in good faith. Vexatious, frivolous or spurious appeals will not be considered.

Appealable decisions

- 9) A student may appeal decisions regarding:
 - a. academic integrity;
 - b. academic progress;
 - c. award classification; and
 - d. student misconduct.

Grounds for appeal

- 10) Students appeals must be made on one or more of the following grounds:
 - a. A misapplication of DLI policy occurred, resulting in material disadvantage to the student;
 - b. The student received unfair treatment or discrimination;
 - c. New evidence that was not known or available at the time of the original decision is now available and could have affected the decision;
 - d. The decision was manifestly wrong;
 - e. The outcome imposed by the original decision maker was manifestly excessive.

Limitations

- 11) Decisions based on academic judgement are not appealable.
- 12) Failure to read and act upon a notice or correspondence sent to the student's DLI email account is not grounds for an appeal.
- 13) Group appeals will be accepted, subject to conditions set out in the Student Appeals (DLI) Procedure.
- 14) Appeals must be submitted within 20 DLI working days of being notified of the original decision. Exceptions to this timescale will be determined on a case-by-case basis.

DLI Appeals Committee

- 15) The Yayasan Governing Board will establish a DLI Appeals Committee to hear and determine student appeals. The committee will conduct its business in accordance with agreed functions, rules of operation and composition.
- 16) Students may seek an external review of an appeal process or decision by an appropriate external body.

Records

- 17) The Rector (DLI) or delegate will ensure records of appeals are kept in accordance with the Information and Records Management (DLI) Policy.
- 18) The Rector (DLI) or delegate will collect and collate data as a quality assurance mechanism.

Reporting

- 19) The DLI Appeals Committee will report to the DLI Joint Management Committee and University Partners as follows:
 - a. Trimester reports on outcomes of appeals (de-identified); and
 - b. an annual trend report on student appeals.

External adjudication

- 20) If unsatisfied upon completion of the appeals process, students at DLI have the option of requesting the respective University Partners' independent review bodies to review their case. For Lancaster University, this is the UK's Office for the Independent Adjudicator ([OIA](#)); for Deakin University, this is the Australian [National Student Ombudsman](#). Information is available from both about the process for making a formal complaint, what they can and cannot look at, and what they can do if something has gone wrong to put it right.

Roles and Responsibilities

- 21) Roles and Responsibilities:

Role	Responsibility
Yayasan Governing Board	Establish a DLI Appeals Committee to hear and determine DLI student appeals.
DLI Rector or nominee	Oversee operational management of student appeals. Approve information and communication on student appeals for current and prospective students. Convene panels to hear and determine appeals. Collect and collate data on appeal outcomes and trends.
DLI Appeals Committee	Determine eligibility of late appeals. Hear and determine DLI student appeals. Report appeal outcomes and trends to the DLI Joint Management Committee and University Partner Group/s as required.

Section 5 - Procedure

- 22) The following document how to comply with this Policy:
 - a. Student Appeals (DLI) Procedure
 - b. DLI Appeals Committee Terms of Reference
 - c. Information and Records Management (DLI) Policy

d.

Section 6 - Definitions

23) For the purpose of this Policy:

- a. **academic judgement:** Academic judgment is not any judgment made by an academic; it is a judgment that is made about a matter where the opinion of an academic expert is essential. So for example a judgment about marks awarded, degree classification, research methodology, whether feedback is correct or adequate, and the content or outcomes of a course will normally involve academic judgment.
- b. **DLI working day:** any day on which DLI is open for business and excludes all Saturdays, Sundays, and DLI holidays.
- c. **manifestly wrong:** a decision or outcome that is clearly or obviously incorrect, per the procedures and information available to the decision-maker at the point of decision. E.g., the imposition of an outcome not available for that type of decision.
- d. **material disadvantage:** measurable and detrimental impact upon a student's performance during their studies.
- e. **natural justice:** a legal concept embodying the idea that 'procedural fairness' be observed by decision-making bodies in the consideration of a case. Natural justice requires that:
 - i. the person affected by a disputed matter be given the opportunity to present their case including the opportunity to be heard, be provided with adequate notice of the allegations and the procedures to be used, and
 - ii. members of the decision-making body be free of bias and perceived bias or other personal interest in the outcome; and that these principles are incorporated within a clearly defined procedural framework.
- f. **original decision:** the decision that is being appealed.
- g. **original decision maker:** the body or committee who made the original decision that is being appealed.
- h. **student** includes:
 - i. a person enrolled in a program of study at DLI;
 - ii. a candidate for an award of DLI whose work has been examined or assessed but on whom the award has not been conferred;
 - iii. a person who was a DLI student at the time the relevant conduct occurred;
 - iv. a person who is on leave of absence from or who has intermitted or deferred enrolment in a DLI program or module; and
 - v. a person designated as a student by the Yayasan Governing Board.
- i. **student appeal:** appeals by students against decisions or outcomes where a right of appeal is specified in DLI policy.
- j. **Rector:** means the individual jointly appointed by the Deakin University, Lancaster University and DLI to provide academic leadership to the Indonesia Campus.

k. **University Partners:** Deakin University and Lancaster University.

ASSOCIATED DOCUMENTS:

These associated documents are available on the DLI Policy page:

- Student Appeals (DLI) Procedure
- DLI Appeals Committee Terms of Reference
- Information and Records Management (DLI) Policy

POLICY DETAIL	
Name of policy	Student Appeals (DLI) Policy
Overarching legislation	<p>Australia Academic Board Regulations Deakin University Act 2009 (Vic) Higher Education Support Act 2003 (Cth) Privacy and Data Protection Act 2014 National Student Ombudsman</p> <p>United Kingdom National legislation, including advice provided by the Competitions and Markets Authority (CMA); The English Higher Education regulator, the Office for Students and its conditions of registration, and other relevant government bodies and agencies; The Charter, Statutes and Ordinances of the University of Lancaster.</p>
Approved by	Yayasan Governing Board
Approval date	18 June 2025
Date of effect	Upon promulgation
Version	2.1
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 superseded	Interim Joint Academic Appeals Policy
Associated documents	Information and Records Management (DLI) Policy Office of Independent Adjudicator (OIA) National Student Ombudsman Student Appeals (DLI) Policy Schedule 1: Academic Outcomes Schedule 2: Student Conduct Outcomes
Summary	This Policy provides a framework for Deakin University Lancaster University Indonesia (DLI) to respond to student appeals in a way that is equitable and fair, and ensures that appeals processes are transparent and consistently applied.
Key words for online searching	Appeal, breach, misconduct, integrity, academic progress, progression, panel
Category	Academic
Target audience	Students, staff

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
2.1	University Partners and Navitas	Student Appeals (DLI) Policy Revisions to grounds for appeal, additions to include student misconduct and schedule of outcomes, and align with new Student Appeals (DLI) Procedure.	June 2025	Sept 2025
2.0	University Partners and Navitas	Academic Appeals (DLI) Policy New policy built on interim joint policy. Endorsed Lancaster University SCAR 21/08/2024 and Deakin University AB 3/09/2024	September 2024	N/A
1.0	University Partners and Navitas	Interim Joint DLI Appeals Policy New policy. One of 23 new policies approved under the Interim Joint Policy Framework, as an interim step during the start-up phase of the Bandung Campus.	March 2024	March 2024