

RESOLVING ACADEMIC ISSUES

Contacts

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ACADEMIC OFFICE

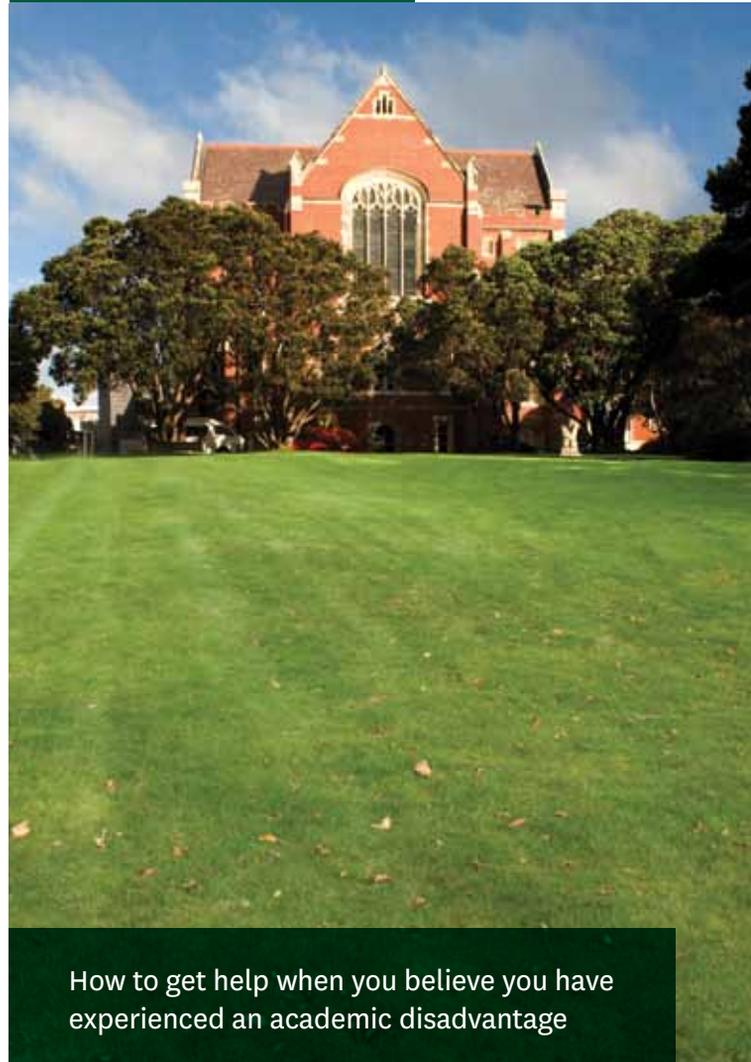
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Links

All University policies and statutes are available at
www.victoria.ac.nz/home/about/policy

The Student Contract is available at
www.victoria.ac.nz/home/admisenrol/enrol/studentcontract.aspx



How to get help when you believe you have experienced an academic disadvantage

What to do about an academic issue

If you believe your academic achievement is being affected by something that is not your fault, you need to communicate your problem to the right people.

Talk to staff

If you have an academic issue, the first thing to do is talk directly to the tutor, lecturer, supervisor or course coordinator. If you prefer not to approach them directly, or have done so but the problem has not been resolved, you should talk to the Programme Director or Head of School. If the issue is still not resolved, you can contact the relevant Associate Dean.

It's a good idea to record details of your academic issue in writing—it will help you think clearly about the problem and may be useful when discussing issues with academic staff, and could even be sent to the staff member before meeting them in person.

Seek support

Most courses at Victoria have a Class Representative. You can discuss the issue with the Class Rep. They might be willing to help you, for example by attending a meeting with a staff member.

You can also seek free advice from the VUWSA Student Advocate or the University's Student Interest & Dispute Resolution Adviser. They will be able to tell you about what formal procedures are available if the issue cannot be resolved informally.

Formal procedures

Reconsiderations and appeals

Several University policies and statutes have reconsideration or appeal provisions. These must be used where relevant:

- ▣ The *Assessment Statute* covers reconsideration of examination scripts, assessment items and aegrotat applications.
- ▣ The *Academic Progress Statute* covers appeals against suspensions and exclusions.
- ▣ The *PhD Policy* and *Master's Thesis Policy* have appeal provisions.

If you have an academic issue that is not covered by any of the other statutes and policies above, and if you have discussed the academic issue with the appropriate staff in the school and faculty and are still not satisfied, you may submit an academic grievance.

Academic grievances

Academic grievances are covered by the University's *Academic Grievance Policy*. A claim of academic grievance must identify a clear case of academic disadvantage. Academic disadvantage can be caused by:

- ▣ changes to statutes or policies that have caused you undue hardship;
- ▣ advice given by staff of the University;
- ▣ a decision made by staff of the University; or
- ▣ course delivery, assessment or administrative processes that are not consistent with University policies and statutes.

If you submit an academic grievance, you should include all relevant information such as the dates of events leading to your current situation, the steps you have already taken to remedy the problem and all relevant correspondence. The grievance should be addressed to the Assistant Vice-Chancellor (Academic). Include all your contact details and student ID number.