

Tables of Decision-Makers



University of
Southern
Queensland

Table A – Student Grievances

It is expected that a Student Grievance will seek to show that a shortcoming in University practices, or similar, has negatively impacted your studies (e.g. grades or results).

STUDENT GRIEVANCE	Informal resolution	Stage 1 – Formal Grievance	Stage 2 - Review of Decision	Stage 3 - Appeal
Honours Program	Supervisory team	Honours Program Coordinator	Associate Dean (Learning, Teaching and Student Success)	Deputy Vice-Chancellor (Academic Affairs)
HDR Student Supervision	Supervisory team	Associate Dean (Graduate Research School)	Dean (Graduate Research School)	Deputy Vice-Chancellor (Research and Innovation)
Assessment	Course Examiner	Associate Head (Learning, Teaching and Student Success)	Head of School	Deputy Vice-Chancellor (Academic Affairs)
Programs and Courses <ul style="list-style-type: none"> • Coursework • HDR 	Approach the person concerned directly, e.g. Course Examiner	<ul style="list-style-type: none"> • Associate Head (Learning, Teaching and Student Success) • Associate Dean (Graduate Research School) 	<ul style="list-style-type: none"> • Head of School • Dean (Graduate Research School) 	<ul style="list-style-type: none"> • Deputy Vice-Chancellor (Academic Affairs) • Deputy Vice-Chancellor (Research and Innovation)

Table B – Decisions made by the University

DECISIONS – ACADEMIC	Stage 2 - Review of Decision	Stage 3 - Appeal
<p>Program Admission</p> <ul style="list-style-type: none"> • Coursework students • HDR students • Honours <p><i>See Decisions – Administrative/Other for Admission decisions based on <u>Genuine Temporary Entrant (GTE)</u> assessment</i></p>	<ul style="list-style-type: none"> • Deputy Vice-Chancellor (Academic Affairs) • Dean (Graduate Research School) • Deputy Vice-Chancellor (Academic Affairs) 	<p>Student Academic Appeals Committee</p>
<p>Re-admission following exclusion for unsatisfactory academic progress</p> <ul style="list-style-type: none"> • Coursework students • HDR students 	<ul style="list-style-type: none"> • Deputy Vice-Chancellor (Academic Affairs) • Dean (Graduate Research School) 	<p>Student Academic Appeals Committee</p>
<p>Credit for previous formal, informal or non-formal study</p> <ul style="list-style-type: none"> • Coursework students • HDR students 	<ul style="list-style-type: none"> • Deputy Vice-Chancellor (Academic Affairs) • Dean (Graduate Research School) 	<p>Student Academic Appeals Committee</p>
<p>Exclusion for unsatisfactory academic progress</p> <ul style="list-style-type: none"> • Coursework students • HDR students 	<p><i>‘Show Cause’ process is deemed equivalent to a Stage 2 Review of Decision</i></p>	<p>Student Academic Appeals Committee</p>
<p>Placement on conditional academic standing (HDR students)</p>	<p>Dean (Graduate Research School)</p>	<p>Student Academic Appeals Committee</p>

Termination of candidature for unsatisfactory progress (HDR students)	<i>'Show Cause' process is deemed equivalent to a Stage 2 Review of Decision</i>	Student Academic Appeals Committee
Discontinuation of candidature (HDR students)	Deputy Vice-Chancellor (Research and Innovation)	Student Academic Appeals Committee
Approval of a Thesis for examination	Dean (Graduate Research School)	Student Academic Appeals Committee
Review of Final Grade	Course Examiner / Associate Head (Learning, Teaching and Student Success)*	Head of School
Substantiated finding and/or penalty for Academic Misconduct (Coursework students)	<i>Proceed directly to Stage 3 - Appeal</i>	Student Academic Misconduct Appeals Committee

*The Associate Head of School (Learning, Teaching and Student Success) will be the Decision Maker for the Review of Final Grade in instances where the Course Examiner has already made a decision on an Assessment Mark Recheck Request.

DECISIONS – ADMINISTRATIVE/OTHER	Stage 2 - Review of Decision	Stage 3 - Appeal
Withdrawal without penalty (financial and/or academic) (WWP)	Deputy Academic Registrar and Director (Student Administration) <i>Note: Review of WWP Decision requests are lodged via Student Centre.</i>	Student may contact the Administrative Appeals Tribunal (AAT) and/or Office of the Queensland Ombudsman (QO)
Assessment extensions (Coursework students)	Associate Head (Learning, Teaching and Student Success)	Head of School

Deferred assessment	Associate Head (Learning, Teaching and Student Success)	Head of School
International Student transfer between Providers in first six months of enrolment	Pro Vice-Chancellor (International)	Academic Registrar
Disability adjustments	Associate Head (Learning, Teaching and Student Success)	Head of School
Leave of absence and other leave types (HDR students)	Dean (Graduate Research School)	Deputy Vice-Chancellor (Research and Innovation)
International Student visa cancellation for not meeting attendance requirements in non-award programs	Head, USQ College	Academic Registrar
Substantiated finding and/or penalty for Student General Misconduct	<i>Proceed directly to Stage 3 - Appeal</i>	Student General Misconduct Appeals Committee
Program Admission - Assessment of Genuine Temporary Entrant (GTE) status	Academic Registrar	Student may contact the Administrative Appeals Tribunal (AAT) and/or Office of the Queensland Ombudsman (QO)