



POLICY STATEMENT

Northlands College is committed to a fair, transparent, and timely appeal process for students who wish to challenge decisions affecting their academic standing or continuation in a program, including decisions made under the Student Code of Conduct Policy, Student Program Exit Policy, Student Attendance Policy, and other applicable College policies or procedures. Appeals are reviewed objectively on the basis of established criteria and relevant evidence, with clear procedures, defined roles, consistent communication, and written decisions. In exceptional circumstances, appropriate supports and reasonable flexibility may be provided.

PURPOSE

The purpose of this policy is to provide a clear and consistent framework for students to appeal decisions made under the Student Code of Conduct Policy, Student Program Exit Policy, Student Attendance Policy, and other applicable College policies or procedures that affect their academic standing or continuation in a program.

This includes, but is not limited to, decisions related to:

- Academic evaluations or final grades.
- Academic progression or standing.
- Attendance-related determinations.
- Program Exit decisions.

This policy ensures that all appeals are assessed based on established criteria and relevant evidence, and are addressed in a fair, timely, and accountable manner with appropriate confidentiality.

GUIDING PRINCIPLES

1. **People First:** Every appeal process must prioritize the dignity, voice, and well-being of students, faculty, and staff. The policy should ensure that individuals are heard respectfully and treated with empathy throughout the appeal process.
2. **Integrity:** Appeals must be handled with honesty, fairness, consistency, and appropriate confidentiality. Decisions should be based on accurate information, sound academic judgment, and adherence to institutional standards.
3. **Accountability:** All parties involved in the appeal process students, instructors, and administrators must be responsible for their actions and decisions. Clear documentation, timelines, and transparent communication are essential to uphold accountability.

SCOPE

This policy applies to all students enrolled in Northlands College programs, including programs delivered through Credit-Granting Institutions. It governs appeals of decisions made under the Student Code of Conduct Policy, Student Program Exit Policy, Student Attendance Policy, and other applicable College policies or procedures that affect a student's academic standing or continuation in a program. For students enrolled in programs where Northlands College is not the Credit-Granting Institution, the policies and procedures of the Credit-Granting Institution may apply. If those policies and procedures apply and there is a conflict, they take precedence over this policy.



DEFINITIONS

Appeal: A formal request by a student for review of a decision made by Northlands College staff, submitted on permitted grounds as set out in this policy and in accordance with the Student Appeals Procedure

Business Days: Business days are Monday to Friday, excluding statutory or days the College is closed

Credit-Granting Institution: The external institution or organization responsible for awarding academic credit or credentials.

Exceptional Circumstance: An unforeseen and significant situation beyond a student's reasonable control that prevents the student from meeting a requirement or deadline under this policy (for example, serious illness or injury, bereavement, family emergency, or other comparable events).

Grade: An assessment of a student's academic performance, including final grades, clinical, practicum, or work placement evaluations, competency assessments, or other measures used to determine academic standing or progression

Student: Any person who is enrolled in a Northlands College program.

POLICY ELEMENTS

1. A student may appeal a decision made under the Student Code of Conduct Policy, Student Program Exit Policy, Student Attendance Policy, or other applicable College policies or procedures that affects their academic standing or continuation in a program (for example, an academic evaluation or final grade, academic standing or progression, an attendance-related determination, or a Program Exit decision).
2. An appeal may be submitted on one or more of the following grounds:
 - Procedural error: A significant error occurred in applying academic, student conduct, or Program Exit procedures that materially affected the outcome.
 - Unfair or inequitable treatment: The decision was influenced by bias, inconsistent application of policy, or a lack of procedural fairness.
 - New, relevant evidence: Information that was not reasonably accessible at the time of the original decision is now available and could materially affect the outcome.
3. Appeals must be submitted to the appropriate designate, as outlined in the procedures, within five (5) business days of the student's receipt of the written decision or documentation being appealed.
4. The appropriate designate, as outlined in the procedures, may accept a late appeal where the student demonstrates exceptional circumstances that prevented submission within the required timeframe.



5. Students are responsible for reviewing the Student Appeals Procedure in full and for complying with all applicable timelines, documentation requirements, and procedural steps outlined in the procedure.
6. The appeal will be reviewed by a committee based on the documentation submitted, in accordance with the Student Appeals Procedure.

RELATED POLICIES

- Student Academic Code of Conduct (Policy 404)
- Student Fit for Learning (Policy 414)
- Program Exit (Policy 303)
- Student Attendance (Policy 305)

AUTHORITY

Authority for application of this policy is vested in the Office of the Vice-President responsible for Academic programs.

Policy Originated: April 20, 2024 Previously named Learner Appeal (412)	Approved by: Board of Governors
Last Approval Date: June 13, 2026	Approval Motion Number: 06-13-26-3124
Accountable Officer: VP responsible for Academic programs	Responsible Officer: Program Coordinators and Out-of-Scope Administrators