

Advocate Processes

HOW TO GUIDE FOR SCHOOLS & FACULTIES
MANAGING STUDENT ACADEMIC ADMINISTRATIVE
APPEALS COMMITTEE (SAAAC) APPEAL CASES



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SAAAC Appeal

A student can appeal an administrative decision made by a School or Faculty to the Student Academic Administrative Appeals Committee (SAAAC) as per the [Academic Administrative Appeals by Students Procedure](#). The School or Faculty will be asked to provide a response to the appeal via an incident action in Advocate.

A student can submit an appeal via the website or by using the appeal link in their dismissed grievance letter. If they appeal via the appeal link, the case number remains the same but the status of the case changes to *appealed*.

Incident Action

1. In the child case, an incident action *SAAAC Decision Maker Appeal Notification* will be assigned by the Assistant Secretary, SAAAC to the relevant School or Faculty triage group
2. The decision maker reviews their original decision taking into account the appeal submitted by the student and decides if they will maintain or reverse their original decision.

N.B. If the case has an *appealed* status (dismissed grievance case), please refer to the *Appeals* tab for the appeal and supporting documentation submitted by the student. Refer to [Appendix A SAAAC Appeal for Dismissed Grievance Case](#) for screenshot

Maintain Original Decision

(If the decision is reversed, skip to [here](#))

1. Click on the **Actions** tab within the child case*
2. Click on **Add New Incident Action** button
3. Select the checkbox (✓) next to the student's name
4. For **Action Type**, select *Student Appeal Actions* from the drop down list
5. For **Student Appeal Action**, select *SAAAC Decision Maintained* from the drop down list
6. Click **Save and Create Letter** button

*Refer to [Appendix A SAAAC Appeal Case – Incident Action – Original Decision Maintained](#) for screenshots

N.B. If this is a case with an *appealed* status (dismissed grievance case), follow the same steps to maintain the original decision. **DO NOT** click on 'Sustain Decision' button as this is for the final appeal outcome. Appeal information can be found via the **Appeals** tab.

Create Letter

7. For the **Letter Template**, select *SCGR - Appeal - SAAAC - Incident - Maintained (Original Decision Maker)**



8. For the **Recipient Student(s)**, the student receiving the outcome should be automatically displayed. If you would like the outcome to also be sent to other parties e.g. UQ staff, enter the staff member's name in **Recipient Employee(s)**.
9. Edit the letter to provide specific information about the decision. Merge fields will populate from the information in the database and any yellow highlighted fields will need to be updated

*Refer to [Appendix A SAAAC Appeal Case – Incident Action – Create & Send Letter \(Original Decision Maintained\)](#) for screenshots

Preview/Save/Send Letter

10. If you would like to preview the letter, click on the **Online Preview** button*
11. To save the letter to send at a later date or for a decision maker to review, click **Save as Draft**
12. To send the letter, click **Email Letter Now**

*Refer to [Appendix A Appeal Case – Incident Action – Create & Send Letter \(Original Decision Maintained\)](#) for screenshots

Reassign Incident Action to SAAAC (After Sending the Decision)

This is completed once the decision has been sent to the student

13. Click on the **Actions** tab within the child case*
14. Click on the pencil icon next to *SAAAC Meeting Prep* incident action assigned to the triage group
15. For **Completed**, select Yes
16. For **Comments**, do not delete or change the comments
17. For **Assign to Group(s)**, remove triage group by clicking on the x next to the triage group name. Type in *SCGR – SAAAC* and select from the drop down list
18. Click **Submit** button

*Refer to [Appendix A Reassign Incident Action to SAAAC](#) for screenshots

N.B. Do not add an outcome when an original decision is maintained.

Reverse Original Decision

1. Click on **Enter Decision** button on child case*
2. For **Decision Type**, select *Student Grievance/Appeal Resolution* from the drop down list
3. For the **Eligible for Review/Appeal**, leave this selected to **No**
4. Click **Save & Add Outcome** button
5. For **Outcome**, select *Student Outcomes* from the drop down list
6. For **Outcome**, from the *Student Appeal/Grievance Outcomes* drop down list, select *Reversed* (!) It is important this field is **NOT left blank**
7. Click **Save and Create Letter** button

N.B. If this is an appeal in relation to a dismissed grievance case, click on **Overturn Decision** button and click **Save & Create Letter** button. Do not add a reversed outcome as the outcome will be updated by SCGR.

Skip to [Create Letter](#). Appeal information can be found via the **Appeals** tab.

*Refer to [Appendix A SAAAC Appeal Case – Enter Decision & Outcome – Reverse Original Decision](#) or [Appendix A SAAAC Dismissed Grievance Appeal Case – Enter Decision – Reverse Original Decision](#) for screenshots

Create Letter

8. For the **Letter Template**, select *SCGR - Appeal - SAAAC - Decision - Reversed (Original Decision Maker)*
9. For the **Recipient Student(s)**, the student receiving the outcome should be automatically displayed. If you would like the outcome to also be sent to other parties e.g. UQ staff, enter the staff member's name in **Recipient Employee(s)**.
10. Edit the letter to provide specific information about the decision. Merge fields will populate from the information in the database and any yellow highlighted fields will need to be updated

*Refer to [Appendix A SAAAC Appeal Case – Create & Send Letter \(Reversed\)](#) for screenshots

Preview/Save/Send Letter

11. If you would like to preview the letter, click on the **Online Preview** button*
12. To save the letter to send at a later date or for a decision maker to review, click **Save as Draft**
13. To send the letter, click **Email Letter Now**

*Refer to [Appendix A SAAAC Appeal Case – Create & Send Letter \(Reversed\)](#) for screenshots

Reassign Incident Action to SAAAC (After Sending the Decision)

This is completed once the decision has been sent to the student

14. Click on the **Actions** tab within the child case*
15. Click on the pencil icon next to *SAAAC Meeting Prep* incident action assigned to the triage group
16. For **Completed**, select Yes
17. For **Comments**, do not delete or change the comments
18. For **Assign to Group(s)**, remove triage group by clicking on the x next to the triage group name. Type in *SCGR – SAAAC* and select from the drop down list
19. Click **Submit** button

*Refer to [Appendix A Reassign Incident Action to SAAAC](#) for screenshots

N.B. Do not close the child case if the original decision is reversed (in favour of student). This process will be handled by SCGR



Helpful Tips

1. When writing a new letter, click on the *Save as Draft* button regularly to avoid losing the letter when the system timeouts
2. Remember to assign the incident action back to *SCGR – SAAAC* once the decision maker's response has been sent to the student. This will send a notification email to SCGR



Appendix A – Screenshots

1. Appendix A SAAAC Appeal for Dismissed Grievance Case

Core Information	Actions 3	Meetings 1	Outcomes 1	Letters 6	Appeals 1	Docume... 1	Notes 1	Event Log	Access Rights
Batch Options ▾ Items 1-1 of 1									
☰ ▾	Actions	Appeal # 1	Requested By		Appeal Type 1		Appealed On 1		
<input type="checkbox"/>		1	 [REDACTED]		Student - SAAAC Appeal		January 10, 2025		



2. Appendix A SAAAC Appeal Case – Incident Action – Original Decision Maintained

Incident Report 04012-001-2024: [new incident action] [Back To List](#)

Core Information **Actions 3** **Meetings 1** **Outcomes 1** **Letters 5** **Appeals 1** **Docume... 1** **Notes 1** **Event Log** **Access Rights**

[Submit](#) [Save](#) [Save & Schedule Meeting](#) [+ Save & Create Letter](#) [Save As Draft](#) [Cancel](#)

* indicates a required field

INCIDENT ACTION

Student ☒ [REDACTED]

Action Type*

Student Appeal Action

Action Date/Time

Checklist Items

Import From Checklist Template

Choose a checklist template to import:

Deadline Date

SAAAC Meeting Date

Completed* ☒ Yes ☐ No

Comments

Assigned To Staff

Assigned To Group(s)

[Submit](#) [Save](#) [Save & Schedule Meeting](#) [+ Save & Create Letter](#) [Save As Draft](#) [Cancel](#)

3. Appendix A SAAAC Appeal Case – Incident Action – Create & Send Letter (Original Decision Maintained)

Incident Report 04012-001-2024: [new letter]

Back To List

Core InformationActions 3Meetings 1Outcomes 1Letters 5Appeals 1Docume... 1Notes 1Event LogAccess Rights

Online PreviewPrint PDF PreviewEmail Letter NowSubmit (No Email)Save As DraftCancel

* indicates a required field

NOTIFICATION LETTER

Letter TemplateSCGR - Appeal - SAAAC - Incident - Maintained (Original Decision Maker)

SubjectSAAAC Appeal - Response From Decision Maker 04012-001-2024

Recipient Student(s)

Use Quick Replies*

Capture recipient replies as a note on the case, bypassing the sending emails' inbox.
Attachments will be available under the case documents tab.

No

Recipient Employee(s)

Additional Recipient(s)

Provide additional email addresses separated by semicolon

HTML Format

No

HTML Body*

ArialFont SizesFormatsAABBUListLinkImageCode

January 21, 2025

Reference: 04012-001-2024

Dear ,

I have decided to maintain the original decision dated 24 December 2024.

Reason for Decision

You submitted a grievance on 2 December 2024 requesting permission to submit your Critical Reflective Journal (due 8 November 2024) without the applicable penalty for late submission. You stated that you completed the assessment on 30 October 2024 but overlooked submitting the assessment as you had other assessment due that week. You state that you only realised your mistake on 27 November 2024 when grades were released.

I assessed your grievance and after considering all relevant information, I saw no information to warrant approval to waive the penalty for submission of assessment after the due date. I therefore determined that the School of Business had complied with UG Policies and Procedures in awarding zero marks for this assessment as more than 7 calendar days had passed following the due date of 5pm on 8 November 2024. The decision letter sent to you on 24 December 2024 detailed the information considered, my findings and reasoning for the decision.

Show Plain Text

Email CC letter to

Select addresses here and/or add more below

Clear

Add additional CC

Add additional contacts to be CCed.
This information will be added to Contacts after submit

+ Add Item

Add additional BCC

Comma-separated list of additional emails to be BCCed.
These emails will be added to the Email BCC picklist after submit

Attachments

checkmark the files you want added to this message

Online PreviewPrint PDF PreviewEmail Letter NowSubmit (No Email)Save As DraftCancel



4. Appendix A SAAAC Appeal Case – Enter Decision & Outcome – Reverse Original Decision

Core Information

Actions 1Meetings 1Outcomes 0Letters 2Appeals 0Docume... 6Notes 0Event LogAccess Rights

✓ Pending Meeting

Pending Decision

Pending Resolution

Appeal

Closed

Possible Next Steps:

Enter Decision

Create Incident Action

ENTER THE DECISION

Decision Type*

Student Grievance/Appeal Resolution

Reminder

Ensure Eligible for Review/Appeal is confirmed at the bottom of the page

Concerns

select

Clear

☒ Student Grievances/Appeals/Formal academic appeals/grievances/Assessment remark

Details

Decision Date*

2025-01-22

Eligible for Review/Appeal*

To choose an eligible Appeal/Review type, please select Yes.
Default value: No.

☐ Yes ☒ No

Submit

+ Save & Add Outcome

+ Save & Create Letter

Cancel



Outcomes

OUTCOME #1

Student Outcomes

Outcome

Student Appeal/Grievance Outcomes/Reversed

Outcome Detail

Appeal reversed by Decision Maker



Amount


Amount Done

Start Date

Deadline

 Remove Outcome

+ Add Additional Outcome

Submit

+ Save & Create Letter

Cancel



5. Appendix A SAAAC Dismissed Grievance Appeal Case – Enter Decision – Reverse Original Decision

Core Information

Actions 2Meetings 1Outcomes 1Letters 6Appeals 1Docume... 9Notes 2Event LogAccess Rights

✓ Pending Meeting

✓ Pending Decision

✓ Pending Resolution

Appeal

Closed

Possible Next Steps:

Overturn Decision

Sustain Decision

Modify Decision

Core Information

Actions 3Meetings 1Outcomes 1Letters 6Appeals 1Docume... 14Notes 3Event LogAccess Rights

Submit

Save

+ Save & Create Letter

Delete

Cancel

* indicates a required field

APPEAL INFORMATION

Requested By Student*

Appeal Type*Student - SAAAC Appeal

Appealed On

2025-03-03



6. Appendix A SAAAC Appeal Case – Create & Send Letter (Reversed)

Core Information

Actions 1

Meetings 1

Outcomes 1

Letters 3

Appeals 0

Docume... 4

Notes 0

Event Log

Access Rights

Online Preview

Print PDF Preview

Email Letter Now

Submit (No Email)

Save As Draft

Cancel

* indicates a required field

NOTIFICATION LETTER

Letter Template

SCGR - Appeal - SAAAC - Decision - Reversed (Original Decision Maker)

Subject

SAAAC Appeal - Response From Decision Maker 00122-001-2025

Recipient Student(s)

Use Quick Replies*

Capture recipient replies as a note on the case, bypassing the sending emails' inbox. Attachments will be available under the case documents tab.

☐ Yes ☒ No

Recipient Employee(s)

Additional Recipient(s)

Provide additional email addresses separated by semicolon

HTML Format

☒ Yes ☐ No

HTML Body*

January 16, 2025

Reference: 00122-001-2025

Dear

You are appealing the outcome of your Re-mark of Assessment request, provided in Case ID:

I have decided to reverse the original decision dated 17 December 2024.

Reason for Decision

In your original re-mark request, it was noted that you had not provided a sound academic case to demonstrate how the mark awarded in ARCH1201 did not reflect your performance against the advertised criteria.

Having reviewed your supporting documentation provided with the appeal, I am now satisfied that you have addressed criteria.

As a Bachelor of Architecture student, you are aware that Critique panels cannot be reconvened for the presentation component of assessment when an extension has been approved. This is outlined in the ARCH1201 course profile under Assessment Details.

Next Steps

The School of Architecture have been advised to complete a re-mark of your assessment. Once completed, you will be advised of the outcome to your student email account. Please note this process may take up to four weeks.

Show Plain Text

Email CC letter to

Select addresses here and/or add more below

Add additional CC

Add additional BCC

Attachments

checkmark the files you want added to this message

Online Preview

Print PDF Preview

Email Letter Now

Submit (No Email)

Save As Draft

Cancel



7. Appendix A Reassign Incident Action to SAAAC

Core Information

Actions 2

Meetings 1

Outcomes 1

Letters 6

Appeals 1

Docume... 2

Notes 1

Event Log

Access Rights

Incident Actions

Archived

Keywords

Items 1-2 of 2

<input type="checkbox"/>	Actions	Report #	Student(s)/Employee(s)	Unit	IU Action	Student Misconduct Action	Student Appeal Action	Student Grievance Action	HR Action	RI Action	Staff Misconduct Action	Involved As	Action Date/Time	Completed	Assigned To
<input type="checkbox"/>		03384-001-2024		Student Appeal Actions			SAAAC Meeting Prep					N/A	November 29, 2024 at 3:41 PM	No	Groups: BEL - School of Business - Triage

Completed*

☒ Yes ☐ No

Comments

Assigned To Staff

Assigned To Group(s)

SCGR - SAAAC

☒ SCGR - SAAAC

Submit

Save

Save & Schedule Meeting

+ Save & Create Letter

Archive

Cancel