

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 <u>Academic Administrative Appeals by Students Procedure</u>. 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

- 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
- 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 <u>Appendix A SAAAC Appeal for Dismissed Grievance Case</u> for screenshot

Maintain Original Decision

(If the decision is reversed, skip to here)

- 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
- Click Save and Create Letter button
- *Refer to <u>Appendix A SAAAC Appeal Case Incident Action Original Decision Maintained</u> 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)**.
- Edit the letter to provide specific information about the decision. Merge fields will
 populate from the information in the database and any yellow <u>highlighted</u> 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. <u>Do not</u> 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)**.
- Edit the letter to provide specific information about the decision. Merge fields will
 populate from the information in the database and any yellow <u>highlighted</u> 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.** <u>Do not</u> 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
- 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



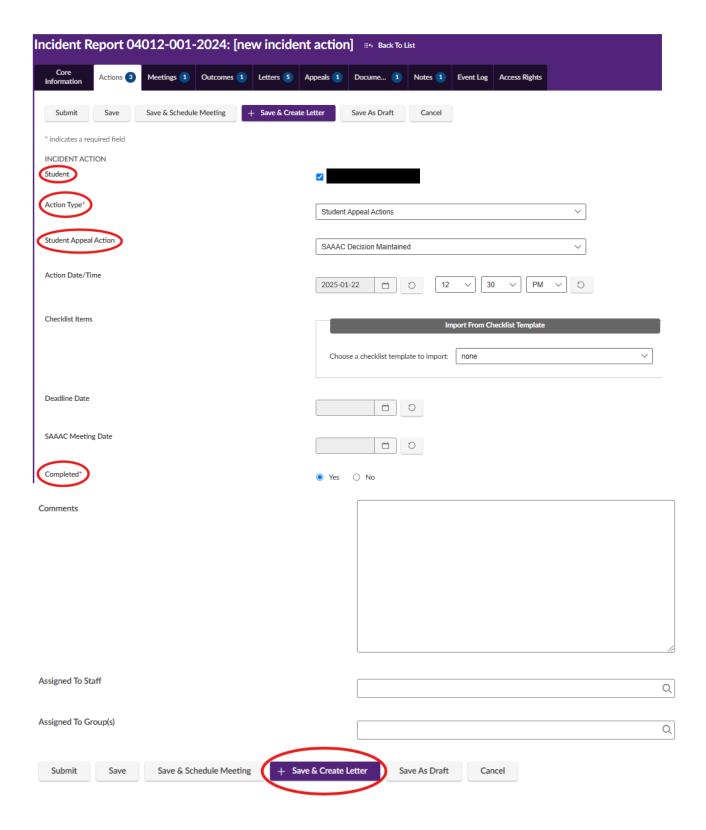
Appendix A - Screenshots

1. Appendix A SAAAC Appeal for Dismissed Grievance Case

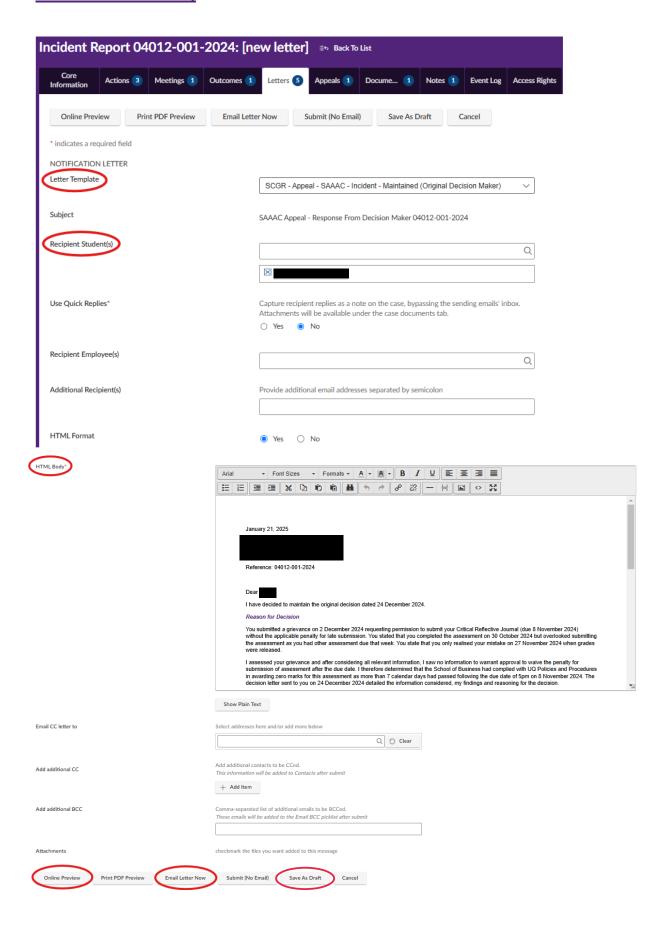




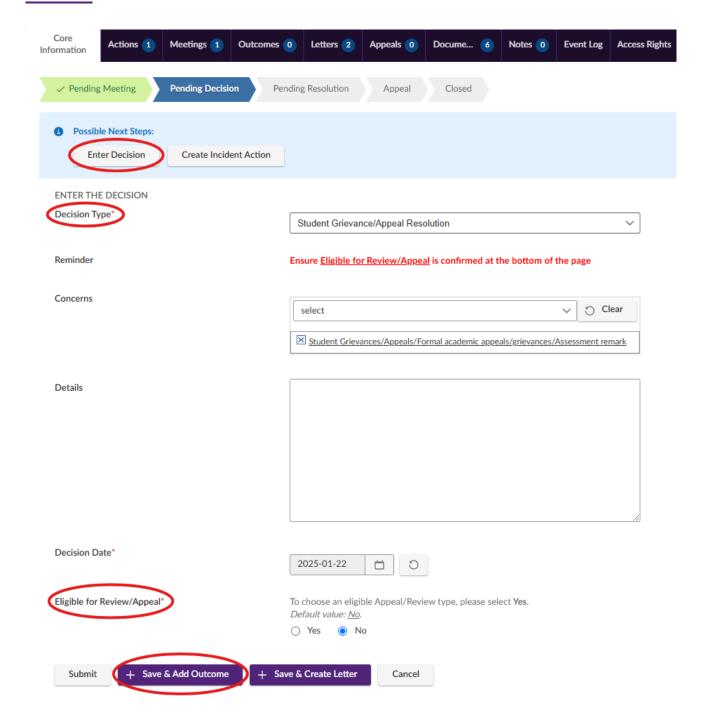
2. Appendix A SAAAC Appeal Case - Incident Action - Original Decision Maintained



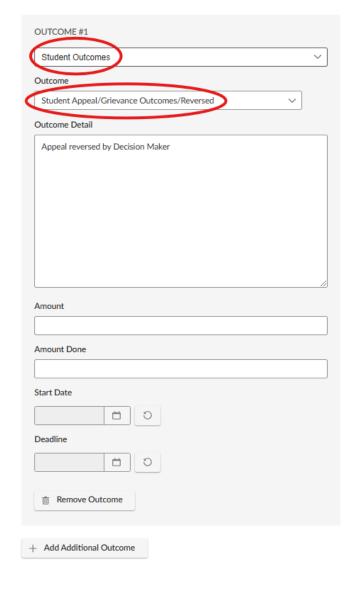
3. <u>Appendix A SAAAC Appeal Case – Incident Action – Create & Send Letter (Original Decision Maintained)</u>



4. <u>Appendix A SAAAC Appeal Case – Enter Decision & Outcome – Reverse Original Decision</u>

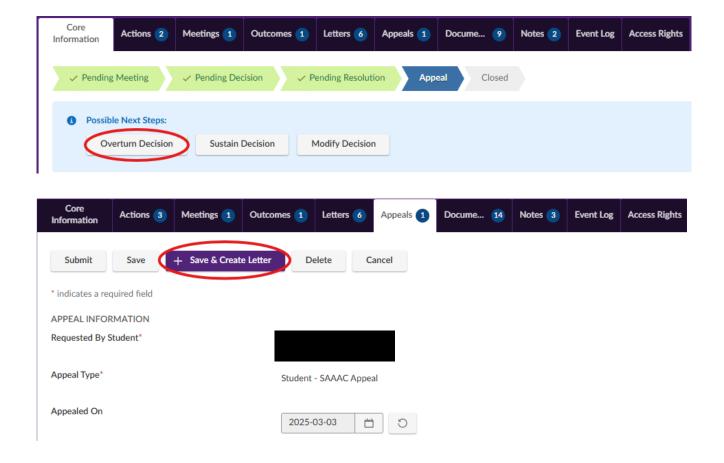




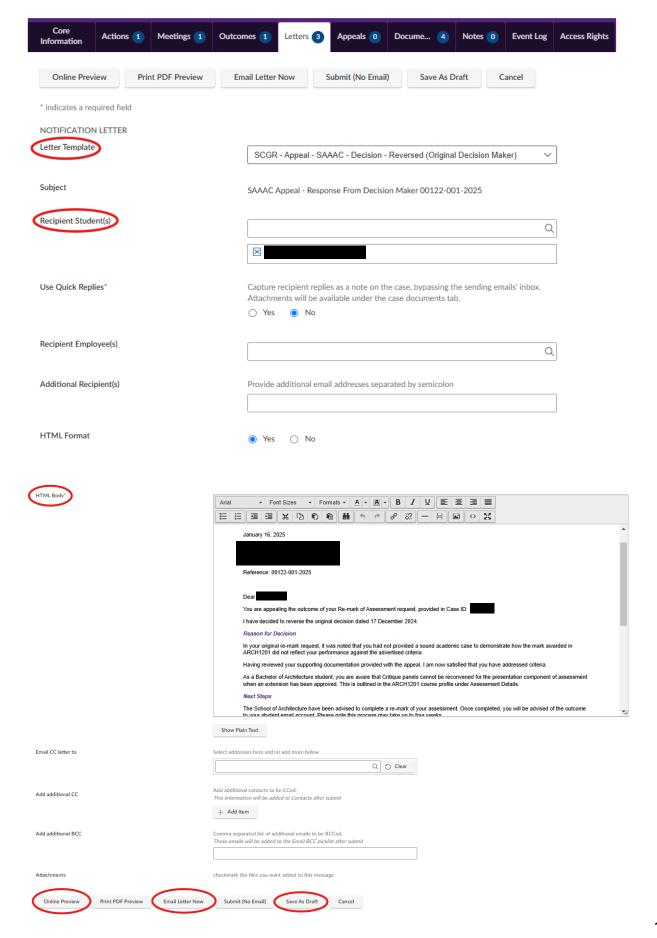


Submit + Save & Create Letter Cancel

5. <u>Appendix A SAAAC Dismissed Grievance Appeal Case – Enter Decision – Reverse Original Decision</u>



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



7. Appendix A Reassign Incident Action to SAAAC

