

Learner appeals policy

Policy statement

All Bow Valley College learners are to have access to a fair appeals process for both academic and non-academic decisions of Bow Valley College.

Purpose

The purpose of this policy is to provide learners with the mechanisms to address concerns about decisions made about them and have those concerns addressed in a manner that reflects procedural fairness.

Scope

This policy applies to all Bow Valley College learners, administration, faculty, and staff.

Principal objectives

1. All Bow Valley College learners have the right to appeal both academic and non-academic decisions made by the College.
2. Appeal processes shall provide procedural fairness and Bow Valley College will put in place appropriate mechanisms for dealing with learner appeals, including the constitution of a Learner Appeals Committee.
3. Appeal decisions are to be made fairly, objectively, and on the basis of evidence.
4. Learners must be advised of their right to appeal and how they can access Learner Appeals Policy and Procedure.
5. Appeals are to be dealt with in a timely fashion.

Compliance

Employees, contractors, and learners are responsible for knowing, understanding, and complying with Bow Valley College policies, procedures, and any other attached documentation that relate to their position, employment, or enrolment at the College.

Definitions

Academic decisions:

Decisions made affecting a learner that include those related to academic standing, performance in academics, clinical training or work placement components of training, including reappraisals of any term or final grades.

Non-academic decisions:

Decisions made affecting a learner, including disciplinary decisions related to student actions or activities.

Procedural fairness:

The duty of fairness by administrative decision makers through provision of procedures that provide for impartial and unbiased decision-making (also referred to as natural law).

Data sheet

Accountable officer

Vice President, Learner Services and CFO

Responsible officer

Director, Enrolment Services and Registrar

Approval

Board of Governors

Contact area

Office of the Registrar and Enrolment Services

Relevant dates

Approved	Board of Governors: BOG171101-08
Effective	August 1, 2017
Next review	June, 2022
Modification history	<ul style="list-style-type: none"> • Reviewed: Academic Council - April 17, 2003 • Approved: President and CEO - July 7, 2003 • Reviewed: Executive Team – March 7, 2017 • Reviewed: Policy Committee – April 27, 2017 • Approved: Academic Council – May 11, 2017 • Approved: Board of Governors – May 24, 2017 • Titles: October 4, 2017, Sept. 7, 2018 • Rebranded 2021
Verified by	Office of the President, March 2022*

Associated policies

Academic Continuance and Graduation #500-1-5

Academic Honesty #500-1-7

Admissions #500-1-2

Attendance #500-1-10

Integrity in Research and Scholarship #500-3-3

Learner Accommodation #500-1-4

Learner Code of Conduct #500-1-1

Learner Financial Accounts #500-1-11

Directly related procedure

Learner Appeals Procedure

Related legislation

Post-Secondary Learning Act