HOLLAND COLLEGE		
Quality Process A10	**Issue Date:** September 16, 2025	**Revision:** SEVENTEEN
Title: Student Appeals		**Page 1 of 8**
Authorized by: Sandy MacDonald, President & CEO of Holland College		

1) Purpose 2) Scope 3) Related Processes, Documents & Definitions 4) Responsibilities 5) Process

1. PURPOSE:

1.1 To provide:

a) a process to appeal a student's dismissal from the College;

b) a process to appeal certain other sanctions or decisions which impact on a student as described in the Scope provisions of this Process.

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2. SCOPE:

2.1 An appeal may be initiated by a student who:

a) is dismissed from the College;

b) is evicted from residence;

c) receives a Disciplinary Suspension of greater than five (5) days;

d) receives a rating or grade decision which would affect the student's ability to pass the program or course or attain the profile, certificate, or diploma;

e) is exited due to unsatisfactory academic progress; or

f) is exited due to insufficient attendance.

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3. RELATED PROCESSES, DOCUMENTS & DEFINITIONS:

3.1 Quality Process A09 (Student Misconduct)

3.2 Quality Process A07 (Monitoring Student Progress)

3.3 Quality Process A08 (Student Attendance)

3.4 Quality Form 013.pdf (013.docx) – Student Request for Appeal

3.5 Work Instruction A10-WI-1 (Category 2 Student Appeals)

3.6 Quality Form 007 – Post-Secondary Student Change of Status (on-line form)

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3.7 Quality Form 054 – Continuing Education Course Student Exit Form

3.8 Quality Form 060 – Adult Education Student Exit Form

DEFINITIONS:

3.9 The term "**Executive Assistant**" referred to herein means the Executive Assistant to the President.

3.10 The term "**days**" referred to herein means working days.

3.11 The term "**Director**" referred to herein means the appropriate Director, Executive Director, or Vice-President ("VP").

3.12 **Disciplinary Probation (student)**: A sanction imposed for student misconduct which permits a student to remain in a program or course subject to certain terms and conditions. Disciplinary Probation may not exceed the time to the end of the student's current semester/intersession/term plus one additional semester/intersession/term unless the extension is approved by the Director/Executive Director/VP as provided in this process.

Notwithstanding the above, programs that are not on a semester/term schedule and are less than 36 weeks in duration, disciplinary probation may extend to the end of the program.

3.13 **Disciplinary Suspension (student)**: A time-limited removal from the College and coincident removal of all rights and privileges associated with registration, which is imposed for student misconduct. A Disciplinary Suspension cannot exceed one (1) month in duration.

3.14 **Dismissal From College:** A disciplinary action to formally dismiss a student from the College. Dismissal means removal from the premises, revocation of registration, and forfeiture of fees.

3.15 **Exited:** An administrative process to initiate a change in a student's enrollment status at the College from active to inactive. An exit may result from, but is not exclusive to, program graduation, successful completion of a course, voluntary withdraw, failure to meet academic conditions outlined in a student's Academic Probation, Concern, or Alert notices, or lack of attendance. Students exited for academic integrity violations as outlined in the Student Code of Conduct (Board Regulation 50-01-2) will only be permitted to reapply to a College program after an absence of one full academic year.

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4. RESPONSIBILITIES:

4.1 **President & CEO:** for ensuring overall institutional and operational compliance with this Process.

4.2 **VP/Executive Director/Director (of the related program area)**: for ensuring their departments comply with this Process and for hearing appeals as described in paragraph 5.6.

4.3 **Executive Assistant to the President**:

a) for ensuring Category 2 student appeals follow the process described in this Process and Work Instruction A10-WI-1;

b) for extending the time for filing a Category 2 appeal pursuant to this Process;

c) for handling the communication of the decision of the Appeal Tribunal arising from a Category 2 appeal; and

d) such further and other duties as described in this Process and Work Instruction A10-WI-1.

4.4 **Appeal Tribunal**: for hearing and deciding Category 2 appeals initiated under this Process.

4.5 **Registrar**: for reviewing the decision of the Appeal Tribunal as set out in Work Instruction A10-WI-1.

4.6 **VP/Executive Director/Director/Program Manager:** for ensuring the decision of the Appeal Tribunal is carried out as directed in the written reasons of the Appeal Tribunal

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5. PROCESS:

This symbol identifies an Inherent Quality Concern (IQCcrn). An IQCcrn is a point in a process where a failure to complete a step creates the opportunity for a problem to occur. Outside of correctly completing the process step, no other action is required. The act of completing that step and sometimes subsequent steps is essentially managing a potential risk.

GENERAL

5.1 Student appeals may follow one of two processes depending on the type of action being appealed.

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5.2 The two categories of actions that are appealable are:

Appeal Category 1:

- a student receives a grade or rating which would affect the student's ability to pass the program or course or attain the profile, certificate, diploma or degree;
- a student who has been exited due to unsatisfactory academic progress;
- a student who has been exited due to insufficient attendance under Quality Process A08;
- a student who receives a Disciplinary Suspension greater than five (5) days; or

Appeal Category 2:

- a student is dismissed from the College;
- a student is evicted from residence

5.3 The recipient of a QF013 indicating an incorrect choice of appeal category shall forward the form to the appropriate party responsible for the correct appeal category.

Grounds for Appeal

5.4 Holland College reserves the right to determine whether a student has suitable grounds to appeal a decision and to accept or deny receipt of Quality Form 013. Holland College will not accept appeals that have no basis or grounds for appeal, including those that result from unlawful activities.

APPEAL CATEGORY 1

5.5 An Appeal Category 1 can be filed by:

a) A student who has received a rating, mark, or grade decision which would affect the student's ability to pass the program or course or obtain the profile, certificate, diploma or applied degree.

b) A student who has been exited due to unsatisfactory academic progress.

c) A student who has received a Disciplinary Suspension of greater than five (5) days.

d) A student who has been exited due to insufficient attendance.

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5.5 In each case, the student may appeal the decision by submitting a completed Quality Form 013 (Student Request for Appeal) to the applicable Director, a description of the decision and the reason(s) for the appeal within seven (7) days after the decision was issued or, in the case of insufficient attendance, within seven (7) days after the exit was received by Admissions

5.6 The Director will:

a) as soon as practical, acknowledge receipt of Quality Form 013;

b) make arrangements for a meeting to hear the appeal;

c) meet with the student and the Learning Manager/Instructor who issued the rating, mark, grade or exit being appealed or, in the case of an exit for insufficient attendance, meet with the student and the Program Manager/Learning Manager/Instructor;

d) make a decision on the appeal and send a written copy of the decision to the student and the relevant Program Manager/Learning Manager/Instructor; and

e) forward a copy of the decision to the Registrar for inclusion in the student's file.

5.7 A request to extend the time limit for an appeal must be made in writing to the Director. When deemed to be just in the circumstances, a reasonable extension may be granted. The terms and length of the extension shall be at the sole discretion of the Director.

5.8 The decision of the Director is final and binding on the parties.

5.9 The appeal process for Category 1 will not exceed 30 working days from the day the appeal was received by the Director.

5.10 Records relating to a Category 1 appeal will be retained by the Director for at least one year after the student has graduated. Records for students who do not graduate will be forwarded to the Admissions Office for inclusion in the student's file.

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APPEAL CATEGORY 2

5.11 Suitable grounds for a category 2 appeal include:

- **a)** An error in policy or procedural execution is suspected at the time of the original decision;
- **b)** Compassion, medical or other unforeseen circumstances exist that were beyond the control of the student;
- **c)** New evidence has emerged that was not considered at the time of the original decision, that may influence the outcome;
- **d)** The evaluation criteria are believed to have been applied unfairly, biased or discriminatory towards the student; or
- **e)** The severity of the sanction(s) imposed was unduly harsh, given the circumstances.

5.12 A student who has been dismissed from the College or evicted from residence, may file an Appeal Category 2 at any time up to seven (7) days after the issuance of the decision.

5.13 A request to extend the time limit for an appeal must be made in writing to the Executive Assistant. When deemed to be just in the circumstances, a reasonable extension may be granted. The terms and length of the extension shall be at the sole discretion of the Executive Assistant.

5.14 A student shall initiate an appeal by filing a completed Quality Form 013 with the Executive Assistant.

5.15 Upon receiving Quality Form 013, the Executive Assistant shall:

- **a)** notify the Registrar and forward a copy of Quality Form 013 to the Office of the Registrar for filing;
- **b)** appoint a single person to act as the Appeal Tribunal;
- **c)** send a notice to the student acknowledging the receipt of Quality Form 013;
- **d)** follow the process described herein and in Work Instruction A10-W1-1; and
- **e)** ensure that the Appeal Tribunal has the resources that it requires to hear and decide the appeal.

5.16 It is preferred that the individual chosen as the Appeal Tribunal have some experience in mediation and possess an educational or legal background. The Appeal Tribunal selected to hear the appeal:

- **a)** should be familiar with the principles of natural justice and procedural fairness;

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b) shall stand to receive no personal, financial, or professional benefit from the decision;

c) shall be free of bias and have no prior involvement with the student or knowledge of the situation as it relates to the appeal; and

d) should be chosen from outside of the program area or department that the student is associated with.

5.17 The Appeal Tribunal member shall determine whether there is any reason why they should not hear the appeal. If there is any such reason, the Appeal Tribunal shall immediately notify the Executive Assistant that they cannot hear the appeal, and the Executive Assistant shall appoint another person to act as the Appeal Tribunal.

5.18 The Appeal Tribunal shall convene an appeal hearing following the process described in Work Instruction A10-W1-1. The Appeal Tribunal shall decide any and all procedural issues which may arise. In the written decision, the Appeal Tribunal may limit the identifying information of witnesses and complainants (as applicable), as appropriate in the circumstances.

5.19 When two or more appeals involve the same or similar issues of fact, law or policy, then the Appeal Tribunal may direct that the appeals be consolidated and heard together.

5.20 The College and the student are parties to any appeal and shall be entitled to be heard in the appeal.

5.21 After completing the hearing, the Appeal Tribunal shall make a decision which grants the appeal, denies the appeal or varies the decision being appealed. The Appeal Tribunal shall not allow any appeal, in whole or in part, unless it determines that the decision was (a) unreasonable or (b) procedurally unfair.

5.22 The decision of the Appeal Tribunal is final and binding on the parties.

5.23 The appeal process for a Category 2 appeal will not exceed 45 working days from the day the appeal was received by the Executive Assistant.

5.24 When a decision to dismiss a student has been upheld, the Director/Program Manager shall cause the appropriate student exit form (see section 3 of this Process) to be completed and submitted to the Admissions Office.

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5.25 When the Appeal Tribunal allows an appeal, in whole or in part, the Director/Program Manager shall ensure that any steps required to implement the decision are taken.

5.26 All documents presented to the Appeal Tribunal at the hearing shall be forwarded to the Executive Assistant. A single copy of all documents will be retained under a confidential file maintained by the Office of the President.

MISCELLANEOUS

5.27 Where notice of an appeal hearing has been given to a party, and the party does not attend the hearing, the decision-maker may proceed in their absence.

5.28 Where any matter arises that is not otherwise provided for in this Process, the process shall be determined by analogy to other prescribed processes.

5.29 The person responsible for performing a function under this Process, including the Appeal Tribunal, may extend or abridge any time limit prescribed in relation to that function.

5.30 If the person responsible for a step is absent or unavailable, the President may appoint another person to act in their stead.

5.31 Any notice shall be given and deemed effective by delivering the document to the person or duly appointed representative:

a) by personal delivery;

b) by regular, registered, or certified mail to the last known address of the person;

c) by courier, including Priority Post, to the last known address of the person;

d) by fax to the last known fax number of the person;

e) by email to the last known address of the person, if the person has previously authorized delivery by email.

5.32 No proceeding hereunder is invalid because of a defect or irregularity in form.

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