

Academic case appointment procedure for SAC

Before an appointment can be attended, students must have :

- 1 downloaded relevant form (if necessary) i.e. Academic appeal, complaint etc <http://www.ncl.ac.uk/students/progress/>.
- 2 produced a chronological (datal) sequence of events (emailed in advance if possible)
- 3 gathered any evidence to support their application
- 4 Must have considered the reasons for dispute or complaint

Limitations to service:

Advisers may not be able to represent students if one or more of the following occurs:

- 1 The student meeting with SPS or school is within 3 days of the appointment at the SAC
e.g. Students turn up to SAC on Thursday pm for a Monday am meeting - this does not give the adviser time to read or disgest the case
Exception to this may be if the student is to alter the appointment time
- 2 A student presents with a large amount of documentation which may take some time to read (staff will represent if given enough time to do this)
- 3 The case does not have any grounds

Advisers may not see students if the service is at capacity and may refer out if possible

Advisers have the right to not represent, but they may offer support in the terms of note taking or moral support

Advisers will not be pressurised into taking cases on they feel they cannot support, and in line with the Descriptions of Standards of Service for the SAC, if a student fails to adhere to the advice given by the SAC, service may be withdrawn