

PROCESS FOR APPEALING AGAINST CONTENT OF AHEGS

1. A student may make an application to appeal against the content of their Australian Higher Education Graduation Statement (AHEGS) only, where the information specifically pertains to them and is incorrect or incomplete.
2. The appeal must be made in writing and submitted to the Student Administration Officer via email to ahogs@uws.edu.au.
3. The appeal is to be received within one month of receipt of the AHEGS. Late applications will only be considered at the discretion of the Student Administration Officer.
4. The application must include clear reference to the incorrect or incomplete information and how the University was previously notified or should have been aware of this information before issuing the AHEGS.
5. The Student Administration Officer or nominee will consider the application, investigate the claims and advise the student of their decision within ten (10) working days of the receipt of the appeal.
6. Where the appeal is upheld, a revised AHEGS will be issued free of charge on return of the incorrect AHEGS.
7. Where an appeal is unsuccessful, the reasons will be included in the notification of decision.
8. If students believe that the University has not followed its published policies and procedures, they can follow the guidelines provided on the University's Complaints Management and Resolution website www.westernsydney.edu.au/complaints.
9. Refer also to the Academic Appeals Procedures, which apply where relevant.

Student Administration
May 2018