Progression in the Certificate in Business

In order to remain in the Certificate in Business, a student must:
1. Attain a minimum grade of C+ (2.3) in each Certificate course taken; and
2. Be in good academic standing in their home faculty; and
3. Be registered in an Honours degree program (if the student’s home faculty is Arts and Science); and
4. Be registered as a full time undergraduate student in their home faculty.

A student who fails to meet one of these requirements will be required to withdraw from the Certificate in Business.

If a student’s academic performance was significantly affected by extenuating circumstances beyond his/her control, he/she may appeal to the Academic Progress Committee to have the requirement to withdraw from the program reconsidered.

Extenuating Circumstances

Extenuating circumstances normally involve a significant physical or psychological event that is beyond a student’s control and debilitating to his or her academic performance. These kinds of extraordinary situations should be supported by official documentation from an appropriate professional. Circumstances not beyond a student’s control include but are not limited to, taking on additional shifts, running for election, serving on student government or other committees/associations, or experiencing a brief and/or mild illness.

Note that the actual detailed personal circumstances are not as important as the effects of these events on a student’s academic performance. Therefore, students should make a direct connection between the extenuating circumstances as outlined in the supporting documents and the effect on their academic performance. Students must outline when the particular event(s) occurred, how long they were affected, and what course work was affected. Students should also outline what steps they too to deal with the extenuating circumstances during or after the occurrence (for example, consultation with a health-care professional or personal counselor). An appeal should normally also include a plan for achieving academic success in the future, should the appeal be granted.

Official Documentation

Official documentation does not need to outline the specifics of the particular condition or matter affecting the student, but should clearly indicate ways in which the extenuating circumstances directly affected the student’s performance, and should verify that these effects were substantial enough to cause the academic problem. Information on the start, duration, and present state of the extenuating condition is critical to helping the committee to make an informed decision. Further, a clear statement on whether the condition or circumstances have either improved or are being managed so that they will not have a significant detrimental effect on future academic performance is also essential.

All official documentation for all levels of appeal may be verified.
Appeals of Academic Decisions

Appeals related to academic progression are made to the Academic Progress Committee of the Certificate in Business. This committee has full knowledge of the circumstances, familiarity with the Certificate in Business program, Smith School of Business, and Queen’s University regulations and procedures.

1. Academic Progress Committee of the Certificate in Business
In accordance with the Senate Policy on Student Appeals, Rights and Discipline\(^1\), the Academic Progress Committee of the Certificate in Business (hereafter called the "APC-CIB") is established by the School of Business and created by Faculty Board to permit students in the CIB to appeal the following matters:

a) Application of the Certificate in Business progression regulations, including but not limited to the requirement to withdraw and other comparable decisions; and

b) Decisions made by the Executive Director, Commerce Program including but not limited to:

- adding a 600 level CIB course after the last official date for adding a course;
- dropping a 600 level CIB course after the last official date for dropping a course;
- requesting Aegrotat (AG) standing in a 600 level CIB course;
- requesting Credit (CR) standing in a 600 level CIB course;
- requesting an extension of the deadline to submit incomplete work in a 600 level course that has been graded Incomplete (IN);

or other comparable matters.

Basis for Appeal

- An appeal on a) can be only made on extenuating circumstances (see above) supported by official documentation (see above).
- An appeal on b) can be only made based on the following circumstances:
  - lack of procedural fairness;
  - inappropriate consideration of extenuating circumstances;
  - academic policies and principles reflected in the School’s regulations were not upheld;
  or
  - the decision made was unreasonable.

2. Membership
APC-CIB hearings shall normally be heard by four (4) members, all of whom are faculty. No APC-CIB hearing may be heard by fewer than three (3) members. One of the faculty members shall be appointed Chair if the Chair of the APC-CIB is unable to attend.

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\(^1\) The Senate Policy on Student Appeals Rights and Discipline can be found at queensu.ca/secretariat/sites/webpublish.queensu.ca.uslcwww/files/files/policies/senateandtrustees/SARDPolicy.pdf. Please note that the policy defines reasonable as follows: “[A] decision that is grounded in logic… [A] reasonable decision is one that is supported by logical inferences from accepted premises and facts.” The commentary further notes that “[i]f there is more than one conclusion that may be reasonably drawn from the same premises and facts, the choice of one conclusion over another does not make the decision unreasonable.” This is the sense in which “reasonable” is used here.
3. Rules of Procedure

General Rules
1. The APC-CIB shall make its decisions in accordance with relevant School regulations.
2. All appeals related to academic decisions made by the Executive Director or to progression in the CIB are to be heard in camera by the APC-CIB.
3. In cases where an APC-CIB member has or may be perceived to have a conflict of interest regarding the appeal, that individual may not serve as an APC-CIB member at the appeal hearing.
4. No member shall participate in the deliberations of the APC-CIB unless present at the entire hearing.
5. As needed, the Chair shall have the power to issue such supplementary rules of procedure as may be necessary to govern the conduct of a hearing.
6. The APC-CIB has no power to compel any person to attend a hearing.

Pre-Hearing Rules
1. A student who wishes to appeal the application of the Certificate in Business regulations or the academic decisions made by the Executive Director of the Commerce Program must give written notice of his or her intent to appeal. The student must submit his or her written appeal and any supporting documentation to the Program Manager – Certificate in Business (or delegate) of the Commerce Program within fourteen (14) calendar days of receipt of the decision to be appealed.

2. As part of the written appeal, a student should:
   o submit a letter to address the progression or academic decision;
   o include all relevant documentation that the student feels supports the appeal (e.g. medical notes, death notices, etc.);
   o indicate whether she or he intends to appear before the APC-CIB; and
   o indicate if she or he will bring a representative to the hearing and advise who that representative will be.

3. The Program Manager, CIB (or delegate) will oversee:
   o the collection of all written materials relevant to the student’s appeal file, including: the course grade distribution when applicable, the student’s written appeal submission, the decision letter under appeal, all documents provided by the student, and a copy of the student’s most recent transcript.
   o the coordination and setting of a hearing date for the APC-CIB; and
   o the distribution of the appeal file to APC-CIB members and any other party to the appeal.

2 Normally, having taught the appellant in a course that is directly related to the appeal is considered a conflict of interest and does require that the member recuse him or herself. Having taught the appellant in a course that is not directly related to the appeal is not considered a conflict of interest and does not require the member to recuse him or herself.
4. After setting a hearing date and if the student is appearing before the APC-CIB, the Program Manager – CIB (or delegate) shall give the student notice of the hearing. A notice of hearing shall include:
   o a statement of the time, place and purpose of the hearing;
   o a statement of the structure of the meeting, including the names of all parties expected to be in attendance;
   o a statement that explains if the student notified does not attend the hearing, the APC-CIB may proceed in the student's absence and the student will not be entitled to any further notice in the proceeding; and
   o a statement that explains a student has the right to representation and highlights the role of the Office of the University Ombudsman.

The Appeal Hearing

1. APC-CIB members will have access to the student's appeal file, which will contain the following materials:
   o the written response by the student to the progression or academic decision;
   o all documents provided by the student;
   o a copy of the student's most recent transcript;
   o grade distribution for the course when applicable.

2. While the student has the right to appear before the APC-CIB, it is not required that he or she must do so. If the student wishes to appear at the hearing, he or she may be represented by counsel or an agent.

3. If the student is appealing a decision by the Executive Director, Commerce Program, the Executive Director may be asked questions.

4. If during the appeal of a decision made by the Executive Director, the student raises new evidence which may alter the original decision, the appeal shall be referred back to the Executive Director for reconsideration.

5. At a hearing at which the student has appeared, members of the APC-CIB may ask questions of the student or, where applicable, the Executive Director, Commerce Program.

6. At the hearing, members of the APC-CIB may ask questions of the non-voting CIB representative.

7. The APC-CIB may ask course instructors or other university personnel to confirm or respond to information and/or statements presented during the appeal subsequent to the hearing. The APC-CIB may also verify the contents of any supporting documentation.

8. The Chair of the APC-CIB may not introduce new evidence at the hearing, including any documents or other subject matter that is not part of the existing appeal file.
9. If material in addition to that supplied by the student will be considered, the student must be notified prior to the hearing so the student has the opportunity to respond to that material.

10. If during the APC-CIB hearing, a student or representative(s) should present additional information that is not contained in the existing appeal file, the APC-CIB reserves the right to seek confirmation of that information from the appropriate third parties as necessary subsequent to the hearing.

11. If, during the course of any hearing, the APC-CIB decides that information is required in order to clarify the matter, the Chair of the APC-CIB may adjourn the hearing to permit the relevant parties to bring forward such information or facts or to permit the APC-CIB to obtain such information.

12. The Chair of the APC-CIB may decide to adjourn the hearing at the request of the student when it believes that a student may be unfairly prejudiced should the hearing proceed.

The Decision

After hearing all evidence, the APC-CIB shall either:
- deny the student’s appeal;
- grant the student's appeal;
- modify the original decision, which must be within the scope of relevant School and University regulations;
- request further information from the appellant, the Certificate in Business Program and/or others before rendering a decision; or
- remit the appeal back to the original decision-maker, where relevant.

When considering the appropriateness of modifying the original decision, the APC-CIB shall take guidance from the Section 19b of the Senate Policy on Student Appeals Rights and Discipline. The APC-CIB power to modify the original decision "shall be exercised judiciously and with restraint, having regard to the interests of other students" and the interests of the School.

Post-Hearing Rules of Procedure

The APC shall give its decision and its supporting reasons in writing within seven (7) calendar days of meeting with the parties, or within a reasonable period of time as demanded by the complexity of the case. The decision shall also advise that the student has a right to appeal, in writing, to the Smith School of Business Academic Appeals Committee, and that notice of intent to appeal must be given within seven (7) days of receipt of the APC-CIB's decision. It shall also direct the student to the University Ombudsman as a resource for information and advice.

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3 Academic Appeals Committee of Faculty Board, Terms of Reference and the Queen’s University Senate Policy on Student Appeals, Rights and Discipline (Section 9(b))