

Policy: Academic Appeals

Purpose

The aim of this policy is to clearly define the steps to be taken when a student wishes to appeal a decision given on academic and/or disciplinary matters in relation to academic judgement or misconduct.

Scope

This policy and subsequent procedure apply to all students enrolled at South Regional TAFE (the college) for the delivery of education, training and assessment services.

This policy does not apply to complaints received regarding any non-academic aspect of the provision of products or services by the college (Refer to the *Client Complaints Policy and Procedure*).

Principles

Students may appeal their assessment within two (2) weeks of the date of first publication of the results, i.e. the student's Record of Results.

Appeals categories

Students have the right to appeal a decision in relation to:

Academic judgement which may include but is not limited to:

- Education and training delivery; curriculum
- Assessments
- Student progress
- Issuing of results and awards

Misconduct which may include but is not limited to:

- Academic circumstances
- South Regional TAFE By-Laws (No 2) 2016

Access to the college's Appeals Policy

- Students are to be informed of their right to appeal a decision on the above matters.
- A copy of this policy is available to all students and staff via the college intranet and website, and is available in printed form upon request.
- Every effort will be made to resolve appeals in accordance with the policy, without prejudice or fear of reprisal or victimisation.
- Where clients have special needs every reasonable effort will be made to provide assistance if requested, and to make the appeals lodgement procedure as flexible as possible.

Principles of natural justice and procedural fairness

- At all stages of the process, the appellant and/or respondent have the right to be represented by a third person (such as a family member, friend, counsellor or other professional support person).
- The appellant is to be informed of their right to have a decision reviewed by an external and independent person or body with appropriate expertise.
- The college agrees to be bound by any recommendations arising from the review of the external agent. The Director Training Services will ensure that any recommendations made are implemented within 30 days of receipt of the report from the external agent.
- The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.

- The decision-maker will be independent of the decision being reviewed (e.g. an assessor will not consider or decide an appeal being made against an assessment decision that he/she has made).
- Nothing in this policy and supporting procedure limits the rights of students to take action under Australia's Consumer Protection laws.
- These procedures do not circumscribe a student's right to pursue other legal remedies.

Appeals are addressed in a timely manner

- In the interest of providing the most effective and timely address of client's appeal, appeals will be dealt with as close to the source as possible and involve the people most directly concerned.
- The college will respond to appeals in a timely manner and ensure the appellant is kept informed of progress in the resolution of the appeal and of any undue delay.
- The student will receive a written statement of the outcomes, including reasons for the decision, within a 21 day period.
- Where the college considers more than 60 calendar days is required to process and finalise the complaint, the college will:
 - Inform the appellant in writing, including the reasons why more than 60 calendar days is required
 - Regularly update the appellant on the progress of the matter

Responsibility for application of this policy

- Academic and non-academic managers are responsible for the training of staff in the application of this policy and implementation and adherence of the policy.

Data collection and recordkeeping

- Confidentiality will be maintained throughout the process of the appeal procedure. The college seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.
- The college will collect data and maintain records of appeals received and their outcomes.

Records of all appeals, decisions and outcomes of the appeal process are kept in accordance with the college's *Policy and Procedure for the Retention and Disposal of Records* and as per the Training Accreditation Council guidelines.

Related documents

Form: Academic Appeal Student Letter Template

Form: Academic Appeal Outcome Letter Template

Form: Academic Appeal Student Criteria and Decision

Form: Academic Appeal Acknowledgement Letter Template

Process: Academic Appeals

Relevant legislation and references

TAFE International WA (TIWA) Academic Appeals Policy

Version control

Custodian of document	Version	Date of next review
Director Organisational Services	7	3 years from date of issue