



Higher Education Academic Appeals Procedure

1. POLICY AGREEMENT SUPPORTED

HE Academic Appeals Policy

2. BACKGROUND INFORMATION

A student who feels they have been unfairly or incorrectly awarded an academic assessment mark or progress status should in the first instance contact their unit coordinator or student advisor to discuss their concern. There are separate processes in cases where a student is seeking special consideration.

3. PROCEDURAL DETAILS

Students and staff must follow these procedures when appealing academic assessments and an award of a progress status. For appeals relating to academic misconduct, please refer *Academic Misconduct Policy* and the *Academic Misconduct Procedure*.

3.1 Grounds for appeal:

3.1.1 A student may lodge an appeal to a decision relating to academic assessment or progress status on the following grounds:

- a) A procedural irregularity has occurred
- b) There is new information that could not reasonably have been provided at the time of the original decision, and that would probably have affected the decision
- c) The decision was manifestly wrong, excessive, or unfair in the circumstances.

3.2 Lodgement of an Appeal:

3.2.1 The appellant must lodge the appeal in writing within ten (10) working days from the date of the notification of the decision to the Course Coordinator.

3.2.2 The Course Coordinator will advise the Portfolio Director.

3.2.3 The written appeal must:

- a) State the ground(s) for appeal in accordance with section 3.1 above
- b) Details, and where appropriate provide relevant evidence relating to the ground(s) for appeal
- c) Where available, attach relevant documentation (note: failure to present the evidence claimed in the written appeal letter may affect the outcome of the appeal)
- d) If applicable, state the procedural irregularity and as far as possible how this has affected the outcome of the initial review.
- e) Clearly state the sought outcome.

- 3.2.4 On receipt of a formal appeal, the Portfolio Director and the Course Coordinator shall, in consultation with the student's unit coordinator and/or student advisor, determine whether grounds for appeal have been demonstrated.
- 3.2.5 For matters relating to academic assessment, the Course Coordinator must immediately provide the unit coordinator with a copy of the appeal and request the unit coordinator to provide the following information:
- a) Comments on the appeal including any information on discussions already conducted with the student
 - b) A recommendation as to how the matter should be determined
 - c) A copy of the assessed work that is the subject of the appeal if this has not been returned to the student
 - d) Details of the criteria used to assess the student's work
 - e) Any other information relevant to the appeal.
- 3.2.6 Once a decision has been made on the appeal by the Portfolio Director and the Course Coordinator, the student must be advised within three working days from the date of the decision.
- 3.2.7 The decision of the Portfolio Director and the Course Coordinator is considered to be final and cannot be subsequently appealed. However, students who wish to take the matter further may contact the Ombudsman of Western Australia for an External Review or request the college appoint their external mediation agency LEADR to review their case. The appointment of LEADR is organised by the Director of Client Services and is provided at no cost to the student.

Version No.	Approved/ Rescinded	Date	Approval Authority	
4.0	Approved	19 Aug 2016	HE Standing Committee	Change reporting & responsibility