



# **Academic Appeals Policy**

**PCY170**

**Effective: January 2020**

**Version: 1.0**

Note: this document is available in alternative formats upon request including electronic format, hard copy (standard and large print) or audio format.

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All policy and procedural statements contained within this document are lawful orders for the purposes of section 80(a) of the Public Sector Management Act 1994 (WA) and are therefore to be observed by all College employees.

## Policy Statement

North Metropolitan TAFE (NMT) is committed to providing quality vocational education and training programs. NMT will ensure that students have a mechanism for lodging academic appeals, and a process to achieve a successful resolution in a timely manner.

## Policy Objectives

The objectives of this policy are to ensure that:

- Academic appeals are dealt with in a manner that ensures the principles of procedural fairness is adopted at every stage of the appeal process
- The academic appeal policy is made publicly available
- If the academic appeal process fails to resolve the appeal, then there is opportunity for independent external review
- Decisions are impartial, transparent and capable of review; and,
- Academic appeals are managed consistently within the requirements.

## Scope

This policy applies to:

- All students undertaking vocational education and training programs at NMT including training and assessment delivered by third party providers
- Academic and professional staff (including contracted and casual staff) with the responsibility of designing, administering and making decisions and undertaking reporting relating to assessment of vocational programs provided by the college.

## Principles

- Prior to commencing a formal appeal against a decision, including assessment decisions, students are encouraged to meet with their Lecturer, Head of Programs, Principal Lecturer or Portfolio Director to discuss their concerns
- Students have the right to challenge an academic decision if they have reason to believe that an assessment result or outcome is incorrect
- Academic appeals must be lodged within four weeks (20 working days) from notification of the assessment result
- Students are to be informed of their right to appeal an assessment decision prior to commencing their studies (see NMT Academic Appeal Procedure)
- Requests for Academic appeal will be acknowledged at time of submission
- Academic appeals are to be finalised within 20 days
- Where the college considers more than 20 working days are required to process the appeal:
  - the student is informed in writing, including reasons why more than 20 working days are required, and
  - the student is regularly updated on the progress of the matter
- A student has the right to seek guidance, advice and support from an appropriate source
- A student has the right to present their case and provide further evidence

- No student will experience discrimination because of appealing a decision
- The College will ensure the principles of natural justice and procedural fairness are adopted at every stage of the appeal process
- If the student making the academic appeal believes the outcome of the appeal is incorrect, then an appropriate, independent external party will review the decision. For local students the Ombudsman resolves complaints about the decision making of public authorities and aims to improve the standard of public administration. International students can refer the matter to Manager, Student Services and Compliance at TAFE International Western Australia (TIWA)
- The College will securely maintain records of all appeals and their outcomes.

## Definitions and Acronyms

- Appeal – is a request to review a decision
- Academic Appeal – is a review of a decision relating to an assessment, academic progress or award
- Procedural fairness – requires fair and proper procedure to be used when making a decision.
- Record – a written, printed or electronic document providing evidence that activities have been performed
- Third party – any party that provides services on behalf of NMT. NMT also acts as a Third-Party Provider to TIWA.

## Procedure

Please refer to the Academic Appeals procedure, related policies and other relevant documents.

## Related Policies and Other Relevant Documents

Academic Appeals Procedure (P170A1)  
Academic Appeal Application Form (F170A1)  
Academic Appeal Panel Review Form (F170A2)  
Complaints and Feedback Policy (PCY068)  
Staff Code of Conduct (WI018A1)  
Training and Assessment Policy (PCY122)  
TAFE International Student Complaints and Appeal Policy TAFE International  
TIWA Complaints and Appeal Fact Sheet

## Relevant Legislation

*Standards for Registered Training Organisations (2015)*

## Review Date

January 2021

## Contact Information

Director Quality and Development

## Revision History

<b>Version No.</b>	<b>Approved/ Amended/ Rescinded</b>	<b>Date</b>	<b>Approval Authority</b>	<b>Amendments</b>
1.0	Approved	22/01/2020	Corpex	New policy