

Name:	Assessment Appeals Policy and Procedure
Approved by:	Academic Dean
Date Approved:	19.06.2017
Approved by:	General Manager - Technology & Design Division
Date Approved:	19.06.2017
Implementation Owner	Student Services (T&D)
Maintenance Owner	Academic Dean
Review Date	19.06.2020

Section 1 – Introduction..... 2

 1) Purpose 2

 2) Scope..... 2

Section 2 – Policy 3

 1) Basis for Appeals 3

 2) Responsibilities 3

 3) Process 4

 4) Further Recourse 5

 5) Summary Guide..... 5

 6) Publication 6

Section 3 – Reference and Supporting Information 6

 1) Definitions..... 6

 2) Supporting documentation..... 6

Section 4 – Change History 7

 1) Change History..... 7

Section 1 – Introduction

1) Purpose

AIT sets educational goals and standards through its graduate outcomes and subject level learning outcomes. Assessment grades indicate how well students are progressing towards these goals. Criteria published in the assessment guide determine the grade. To satisfactorily resolve disputes over grades, AIT provides a clear path for assessment review.

2) Scope

All students and staff of AIT across all campuses

Section 2 – Policy

1) Basis for Appeals

Fair opportunity and fair application of the relevant assessment guide and AIT policies will be the only basis for appeal.

That is the student has ground for appeal if:

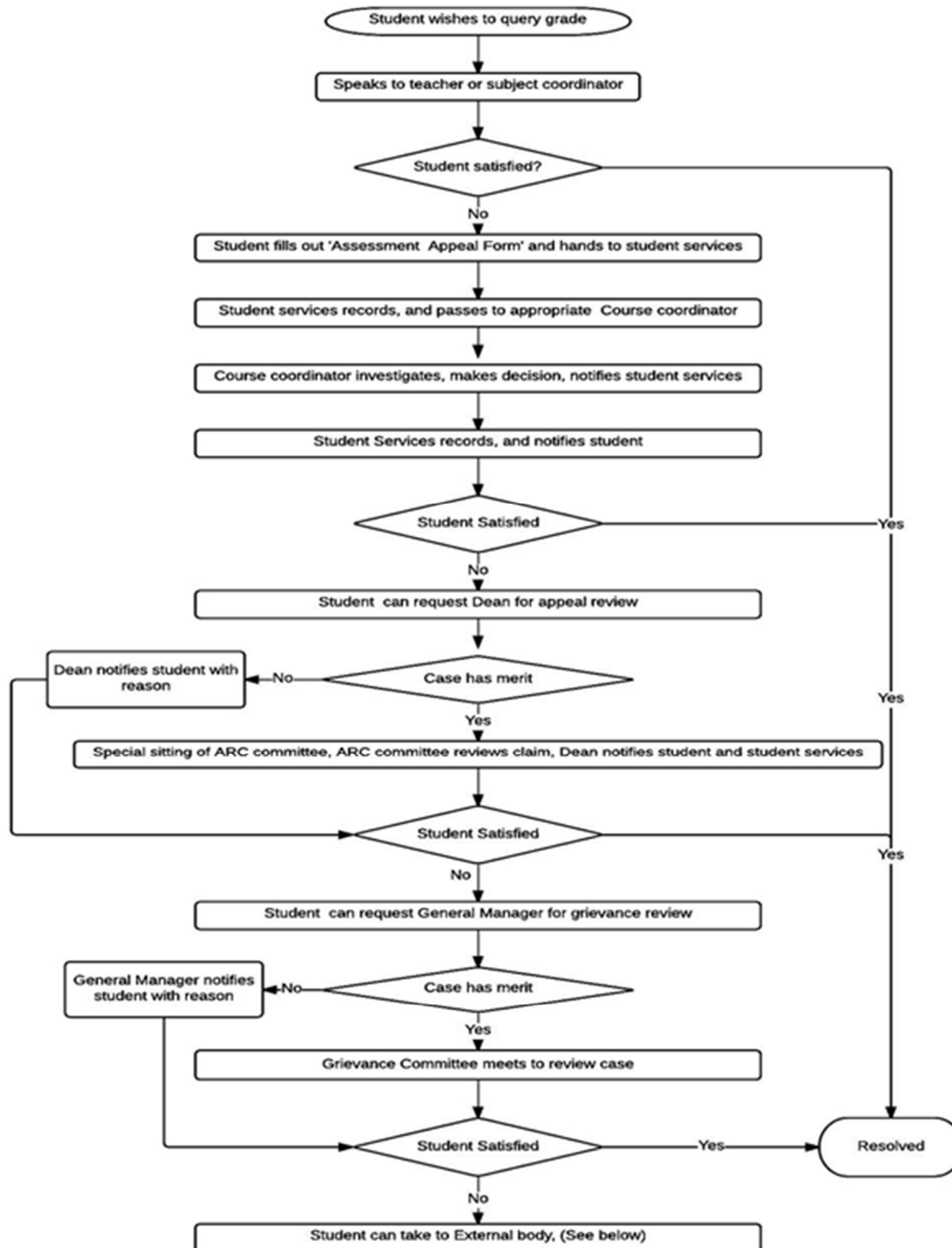
- i) The grade was not an accurate, or a fair, interpretation of the published assessment criteria.
- ii) There was a misapplication of AIT policy and procedures.
- iii) Factors outside the student's control meant that the work submitted did not accurately reflect the student's ability

In an appeal application, a student must make clear the grounds on which ground they are making the appeal, and provide evidence to support their claim. AIT will provide a suitable form.

2) Responsibilities

Action	Responsibility	Time frame
Initial Appeal	Course coordinator	<ul style="list-style-type: none"> • Application must be made within ten working days of results being posted • The decision must be sent to student within five working days
Appeal Review	ARC Committee	<ul style="list-style-type: none"> • Application must be made, by student, within five working days of being notified of appeal decision • ARC committee must meet within five days
Grievance Review	Appeals Panel <ul style="list-style-type: none"> • Dean • Course coordinators • Registrar • GM • Two student reps • Student 	As required

3) Process



4) Further Recourse

Students who are not satisfied with the outcome of their complaint or appeal may wish to refer to an external agency, e.g. Students must instigate any external appeal process within 28 days of the outcome of their initial appeal.

Students may appeal through the following agencies:

- i) The Overseas Students Ombudsman (1300 362 072) <http://www.oso.gov.au/>
- ii) The Anti-Discrimination Board (9268 5555)
- iii) The Department of Fair Trading (13 3220) - Further information may be obtained from the Department's website: www.fairtrading.nsw.gov.au, or
- iv) An independent mediator which will be selected using the Australian Mediation Register at www.amr.asn.au; and
- v) where the independent mediator is unable to mediate a satisfactory outcome for all parties, the Community Justice Centre can be contacted via 1800 990 777.

Recommendations by the appropriate external agencies in relation to a grievance will be implemented within 14 days of written notification.

5) Summary Guide

Reason for appeal	This means	Supporting evidence	Example
Inappropriate Grade	The grading criteria published in the subject outline were inappropriately applied	Name the specific criteria and point to evidence in your assessment that satisfies that criteria	"I was marked down because I didn't have a storyboard. There is a storyboard on page seven"
Inappropriate application of AIT rule or regulation	That the grade was modified because it was late, plagiarised or did not meet the requirements of the assessment	Cite the AIT rule or regulation used to modify your grade. Attach evidence refuting that the rule or regulation was breached	"My grade was altered due to lateness. This screen grab shows that my assessment was submitted on time"
Extenuating Circumstances	Was there a reason, beyond your control, that resulted in a grade that does not reflect your ability	Extenuating circumstances are outlined in AIT's rules and regulation. You need have evidence of the fact of these circumstances	"I was sick in the week before the assessment was due. Here is a medical certificate from a registered general practitioner"

6) Publication

This policy and procedure is published on the web sites of AIT to ensure students have up-to-date and accurate information publicly available to them.

Section 3 – Reference and Supporting Information

1) Definitions

Word/Term	Definition
Cancellation	Cancellation of enrolment by the student prior to commencement of the course
Withdrawal	Withdrawal from a course by the student on or after commencement of the course
Expulsion	Permanent removal by AIT of rights to participate in the course
Deferral	Temporary cessation of participation in the course, requested by the student
Suspension	Temporary removal by AIT of rights to participate in the course
Change of Enrolment	Change of Course, Start Date or Provider, requested by the student

2) Supporting documentation

Document name	Document type	Location
Grievances, Complaints and Appeals Policy	Policy	Website
Student Code of Conduct	Policy	Website
Student Handbook	Policy Guide	Website/Hardcopy
Under 18 Years Student Management and Supervision Procedure	Procedure	Website
U18 International Students Guideline	Procedural Guide	Website
ESOS Act 2000	Govt Standards	External
National Code 2018	Govt Standards	External
Higher Education Support Act 2003	Govt Standards	External
TEQSA Threshold Standards 2015 (aligns to TEQSA Threshold Standard 2.4 Student Grievances and Complaints)	Regulatory Standards	External
ASQA Standards for RTO's 2015	Regulatory Standards	External
Privacy Act 1988	Legislation	External

Section 4 – Change History

1) Change History

Version	Approval date	Department	Approved by	Change
V1.1	24 May 2018	Group Accreditation & Compliance	Group Manager	Development of Group Policy replacing existing entity level policies
		Technology & Design Division	General Manager	
V1.2	19 June 2017	Group Accreditation & Compliance	Compliance Manager	
		Technology & Design Division	General Manager	