



Grade Appeals Policy and Procedure

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Section 1 – Introduction

1) Purpose

The Academy of Information Technology Pty Ltd (AIT) offers students a clear path for the resolution of concerns relating to the issuance of grades via a fair and equitable appeal process.

2) Scope

All students and staff of AIT across all campuses for courses with and assessment outcome and an award attached.

Section 2 – Grade Appeals Policy

1) Basis for Grade Appeals

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

A student has grounds for appeal on the following basis:

- i) The student did not receive a grade after submitting an assignment within the due date
- ii) The student believes that there is sufficient supporting evidence to show that the grade awarded was not an accurate, or a fair, interpretation of the published marking rubric.
- iii) The late submission penalty rules were applied incorrectly
- iv) The Academic Integrity Penalties Policy was applied incorrectly.

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 using the designated appeal form.

2) Responsibilities

Action	Responsibility	Time frame
Initial Grade Appeal	Course coordinator	<ul style="list-style-type: none">• Application must be made within five (5) working days of results being posted• The decision on the appeal must be sent to student within five (5) working days
Grade Appeal Review	ARC Committee	<ul style="list-style-type: none">• Application must be made, by student, within five working days of being



		notified of the appeal decision
		<ul style="list-style-type: none">ARC committee must meet within five days
Grievance Review	Appeals Panel <ul style="list-style-type: none">Academic DirectorCourse coordinatorRegistrarGeneral ManagerTwo student representatives	As required

3) Further Recourse for Grade Appeals

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/> (Free service)
- ii) The Anti-Discrimination Board (9268 5555) (Free service)
- iii) The Department of Fair Trading (13 3220) (Free service) - 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 (fees may apply) 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 (free service) 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. AIT will confirm the implementation of the recommendation with 14 days of the effective date of the outcome.

Section 3 – Reference and Supporting Information

1) Definitions

Word/Term	Definition
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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
Internal Appeal	This is the process whereby a student may seek consideration of a matter by AIT, as outlined in the Grade Appeals Policy and Procedure by which grade decisions are reviewed by the AIT Academic Department.
External Appeal	This is the process whereby a student may seek consideration of a matter through an independent 3 rd party on a decision made by AIT, as outlined in the Grade Appeals Policy and Procedure (Section 2.3) by which grade decisions are reviewed by the external agencies outside of the AIT Academic Department.
Grievance	A grievance exists when a student is not satisfied with the products or services provided by AIT
Complaint	A grievance becomes a complaint when a student submits a Complaints Form to AIT

2) Supporting documentation

Document name	Document type	Location
Access and Equity Policy	Policy	Website
Assessment Policy	Policy	Website
Fees, Withdrawals and Refunds Policy	Policy	Website
Grievances, Complaints and Appeals Policy	Policy	Website
Graduation and Awards Issuance and Eligibility Policy	Policy	Website
Graduation and Awards Issuance and Eligibility Procedure	Policy	Website



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Student Code of Conduct	Policy	Website
Student Code of Conduct (Online)	Policy	Website
Student Handbook	Handbook	Website
Under 18 Years Student Management and Supervision Procedure	Procedure	Website
U18 International Students Guideline	Procedure	Website
ESOS Act 2000	Legislation	External
National Code 2018	Regulatory Standards	External
TEQSA Threshold Standards 2015 (aligns to TEQSA Threshold Standard 1.3, 1.4, 2.4)	Regulatory Standard	External
ASQA Standards for RTO's 2015 (aligns to Standard 1.7, 5.4, 6.1-6.6)	Regulatory Standard	External
Privacy Act 1988	Legislation	External
Education Legislation Amendment (2020 Measures No. 1) Act	Legislation	External
VET Student Loans Act 2016	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	Update to a new template
		Technology & Design Division	General Manager	
V1.3	9 November 2020	Group Quality, Accreditation & Compliance	Group Manager	Update appeal period to five days and addition of extensions policy
		Technology & Design Division	General Manager	