



North Metropolitan TAFE Academic Appeals Procedure

Title	Academic Appeals Procedure (P170A1)
Policy	Academic Appeals Policy PCY170
Policy Framework Grouping	
Responsible Officer	Manager, VET Curriculum and Quality Assurance
Current Version Date	January 2022
Date of Next Review	January 2024
Purpose	To provide information about the process for lodging an appeal against an assessment judgement.
Associated Forms	Academic Appeals Application Form (F170A1)

Process activity	Who is responsible for activity?	What do I need to do?	What are the resources I need?
Inform students about the Academic Appeals Procedure	Academic Areas	Ensure that the Academic Appeals Procedure is explained to all students as part of the student orientation /induction session.	Student Handbook
Complete and submit the Academic Appeals Application form (F170A1)	Student	Complete and submit the Academic Appeals form together with any supporting documentation to Client Services. The Appeal must be lodged within 20 working days of being notified about the assessment decision.	Academic Appeals Application Form (F170A1)
Acknowledgement of receiving Academic Appeals Form	Client Services	Accept the appeal form the student.	
Direct the appeal to the relevant Portfolio Director	Client Services	Forward the Appeals form to the relevant Portfolio Director within	Academic Appeals Application Form (F170A1)

Process activity	Who is responsible for activity?	What do I need to do?	What are the resources I need?
		one working day of receipt. Inform Planning and Evaluation of the Appeals.	
Notify Quality and Development	Client Services	Forward copy of the Appeal to Quality and Development	Academic Appeals Application Form (F170A1)
Record appeal details	Planning and Evaluation	Record the details of the appeal in the Complaints and Appeals Register.	Academic Appeals Application Form (F170A1)
Establish an Appeals Panel to review the assessment decision	Portfolio Director	Establish an Appeals Panel consisting of two or more people including at least one independent subject area expert and one qualified Trainer and Assessor. This panel must be independent of the original trainer / assessor and may include an external representative.	Academic Appeals Application Form (F170A1)
Review Academic Appeals Form and associated evidence	Appeals Panel	Assess the evidence regarding the appeal and make a determination of whether the original assessment result is upheld. Document the reasons for the review decision in a panel report. The timeframe from the Portfolio Director receiving the appeal form to notifying the student of	Academic Appeals Application Form (F170A1) Academic Appeal Panel Review Form (F170A2)

Process activity	Who is responsible for activity?	What do I need to do?	What are the resources I need?
		<p>the outcome should be no longer than twenty (20) working days.</p> <p>Where more than 20 days is required to process the appeal, the student is informed in writing of the reasons and regularly updated on progress.</p>	
Notify Student	Portfolio Director	<p>Advise the student of Panel's decision, in writing within one working day of receiving the panel report.</p> <p>Store panel report on the Student's file.</p> <p>If the appeal process does not result in a change to the original decision, ensure that the student is informed about their right to further appeal through the WA Ombudsman.</p> <p>International students can refer the matter to Manager, Student Services and Compliance at TAFE International Western Australia (TIWA)</p>	<p>Academic Appeals Application Form (F170A1)</p> <p>Academic Appeal Panel Review Form (F170A2)</p>
Notify Client Services	Portfolio Director	Inform Client Services and Planning and Evaluation of the Panel's decision.	Academic Appeal Panel Review Form (F170A2)

Process activity	Who is responsible for activity?	What do I need to do?	What are the resources I need?
Notify Planning and Evaluation		If the appeal decision changes the original assessment result, Sector Software Support (SSS) is also informed.	
Update Student Academic Record and issue refund	Sector Software Support	If the appeal decision changes the original assessment result: <ul style="list-style-type: none"> • Student academic result is amended 	
Record Outcome of Appeal	Planning and Evaluation	Record the outcome of the appeal in the Academic Appeals Register. Forward a copy of the appeal documentation to the Director, Quality and Development	
Appeals analysis and continuous improvement	Portfolio Director	Ensure the results of the Panel's decision inform the Portfolio's continuous improvement plan and activities.	