



OFFICIAL
Government of **Western Australia**
North Metropolitan **TAFE**

Academic Appeals Policy

PCY170

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Version: 1.2

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 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 Purpose

North Metropolitan TAFE (NMTAFE) provides a transparent academic appeals policy to address our responsibilities under the Standards for RTOs and to promote and support the rights of our students to lodge academic appeals about decisions we make in relation to assessments, academic progress or awards. We will treat every academic appeal seriously, evaluate the reasons students make academic appeals, their outcomes, and the experiences of those lodging the appeals. This is so we can continually improve both our practices and services, as well as the implementation of this policy.

Policy Scope

This policy applies to all NMTAFE directors, managers, heads of programs, principal lecturers, and lecturers who may have involvement in receiving, recording, managing or responding to academic appeals.

The policy:

- applies to academic and professional staff (including contracted and casual staff) responsible for the design, administration, decision making and reporting relating to assessment of vocational programs provided by the college, or a third party providing services on our behalf.
- relates to academic appeals only, and not to appeals against other decisions we make, or those made on our behalf by a third party provider, including decisions made in response to a complaint. These other appeals are covered by our Complaints and Appeals Policy and related procedure.
- supports the rights of both domestic students and international students enrolled with TAFE International Western Australia (TIWA) and studying at our campuses. If the academic appeal is denied, international students are supported to refer any further appeal to the Manager, Student Services and Compliance at TIWA, whereas domestic students may appeal to the WA Ombudsman.

Related Standards

Standards for RTOs 2015

- Standard 6, 6.1 – 6.5
- Standard 5, 5.2 d) (i)
- Standard 2, 2.2 b)

Policy Statements

It is our policy to:

- Treat all academic appeals seriously and consider them with due diligence.
- Ensure the principles of natural justice and procedural fairness are applied to all academic appeals lodged, at every stage of the academic appeals process.

The rules of procedural fairness include the fair hearing rule – the right to be heard, to state your case and provide additional information; the evidence rule – decisions must be evidence-based; and the rule against bias – decisions must be impartial, not pre-judged or based on attitudes or attributes. These rules must be observed for those making an academic appeal; any respondents in relation to academic appeals concerning them; and others who may be impacted by the outcomes of academic appeals.

It is our policy to:

- Make our academic appeals policy and procedure publicly available and easily accessible.
- Set out a transparent and user-friendly procedure for lodgement and review of an academic appeal.
- Include a requirement in the procedure to provide information to those requiring access to support or assistance with lodging an academic appeal.
- Accept and resolve academic appeals informally if approached in this way or direct them to the formal academic appeals procedure.
- Accept academic appeals made by a guardian on behalf of a minor.
- Allow academic appeals to be withdrawn at any point in the procedure, while reserving the right to address matters raised within a withdrawn academic appeal.
- Maintain confidentiality of information by those handling academic appeals processes.
- Ensure that academic appeals are acknowledged in writing and finalised as soon as practicable.
- Ensure that individuals requesting an academic appeal, are informed if more than 60 calendar days may be required to process and finalise the academic appeal, including the reasons why this may be the case.
- Provide for regular updates on the progress of academic appeals, including those where more than 60 calendar days may be required.
- Protect the privacy of students lodging an academic appeal and maintain their enrolment while the academic appeal is being considered.
- Ensure that written notification is provided on the outcome of academic appeals including the reasons for the decisions made.
- Provide for review by an independent party, at the request of the individual making the academic appeal, if the processes fail to resolve the academic appeal.
- Securely maintain records of all academic appeals and their outcomes.
- Identify potential causes of academic appeals and instigate corrective action to eliminate or mitigate the likelihood of recurrence.
- Evaluate academic appeals, their outcomes, and the experiences of those using our academic appeals procedure, to inform our continuous improvement plans.

Definitions and Acronyms

Academic Appeal

An academic appeal is a request to review a decision relating to an assessment outcome, academic progress or award.

Appeal

An appeal is a request to review any decision made by NMTAFE. This includes a decision made in response to a complaint.

Refer to the NMTAFE Complaints and Appeals Policy and Complaints, Appeals and Feedback Procedure.

Independent party

The Ombudsman WA <http://www.ombudsman.wa.gov.au> is an appropriate party, independent of NMTAFE, who can review the process when an academic appeal is not resolved to the satisfaction of the person making the academic appeal.

Other Relevant Documents

- [Academic Appeals Procedure \(P170A1\)](#)
- [Academic Appeal Application Form \(F170A1\)](#)
- [Academic Appeal Panel Review Form \(F170A2\)](#)
- [Complaints and Appeals Policy \(PCY068\)](#)
- Complaints, Appeals and Feedback procedure (P068A1)
- [Staff Code of Conduct Policy \(W118A1\)](#)
- [Training and Assessment Policy \(PCY122\)](#)
- [TAFE International Student Complaints and Appeal Policy TAFE International](#)
- [TIWA Complaints and Appeal Fact Sheet](#)
- [WA Ombudsman Publications](#)

Relevant Legislation

- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [Vocational Education and Training Act 1996](#)
- [Public Sector Management Act 1994](#)
- [Equal Opportunity Act 1984 WA](#)
- [Disability Discrimination Act 1992 \(Commonwealth\)](#)
- [Racial Discrimination Act 1975 \(Commonwealth\)](#)
- [Freedom of Information Act 1992 WA](#)
- [Privacy Act 1988 \(Commonwealth\)](#)

Review Date

April 2026

Contact Information

Director Quality and Development

Revision History

Version No.	Approved/ Amended/ Rescinded	Date	Approval Authority	Amendments
1.0	Approved	Jan 2020	Corpex	New policy
1.1	Approved	June 2023	GM TS	
1.2	Approved	May 2024	Director	Renew hyperlinks

