

Assessment Appeals Policy

Purpose	Outlines AITC's policy on appealing against assessment decisions.
Location	The policy is maintained on ownCloud
Responsible executive	Academic Dean
Responsible office	Academic Dean's Office
Contact officer	TBA
Effective date	29 June 2020
Review date	TBA
Modification history	Version 1.1
Related documents	AITC Student Assessment Policy and Procedure AITC Student Assessment Moderation Policy AITC Examinations Policy and Procedure
Authority	Approved by Academic Board

1. Purpose

This policy outlines the Australian Institute of Technology and Commerce (AITC)'s policy on appealing assessment decisions.

2. Scope

This policy is relevant to all academic staff and students studying at the Australian Institute of Technology and Commerce (AITC).

3. Definitions

Assessment appeal: A mechanism, where if a student is dissatisfied with an assessment result an appeal process, is available.

Grounds for Appeal: Reasons that underpin an appeal.

4. Principles

- 4.1 All students have the right to lodge an appeal against assessment decisions in accordance with the timeframes specified in the Assessment Appeals Policy.
- 4.2 All students receive a written statement from the Academic Dean about the outcome of an appeal.
- 4.3 If an appeal is unsuccessful, all students have the right to seek further mechanisms of appeal externally to the institution.
- 4.4 All complaints must be made by an enrolled student.
- 4.5 AITC will not accept petitions or group complaints.
- 4.6 All appeals are to be conducted in an open, timely and transparent matter with respect to issues of privacy and confidential material.

- 4.7 All appeals are considered equitably.

5. Policy Statements

- 5.1 If a student is concerned about the result that they have achieved in any unit assessable task, they can submit an appeal.
- 5.2 An appeal cannot be based on disagreement with unit objectives, assessment methods or criteria, disparity with other students' results or other general unspecified grievances.
- 5.3 All appeals must conform to timeframes identified in the procedures for this policy.
- 5.4 If the resulting appeal is successful, the student's record will be updated accordingly.
- 5.5 If the design of the assessment task was deemed not to reflect the learning outcome of the unit under consideration, the unit coordinator/dean may implement an alternative assessment task. Any alternate assessment task may be given a pass/fail grade only.
- 5.6 All outcomes of appeals will be regularly reported to the academic board.
- 5.7 Student access to information relating to processes and grounds, associated with appeals, will be provided in the induction program, and contained in the student handbook and AITC website.
- 5.8 AITC adopts an equitable practice for all students, including those who have special needs. The institution will provide assistance to the students, or their representative, to formulate, lodge and accept the outcome of an appeal.
- 5.9 Academic staff are to be encouraged to foster a culture of students discussing potential issues as early as possible.

6. Procedures

6.1 Assessment Appeal Process

- a) Where a student is dissatisfied with an assessment of an assignment and/or an examination result, the student must approach the Course Coordinator in the first instance to discuss and/or request a review of that assessment. It is normally expected that such a review would resolve most appeals against a Unit of Study assessment. However, if this is not the case, the student can lodge an appeal by completing the Assessment Appeal Form (available on AITC's website) and lodged with the Academic Dean.
- b) Appeals against assessment of assignments and/or examination results must be made within two weeks of receipt of the assignment or examination result, subject to otherwise stated appeal deadlines.
- c) Once the Course Coordinator receives a completed Assessment Appeal Form, he/ she will organise a meeting with the Unit coordinator, and relevant lecturers, and tutors to reassess the student's work. If after reassessment, the evidence supports the student's appeal, an amendment to the student's academic result will be made. If the reassessment determines that the original assessment is appropriate, no amendment will be made. No matter what the outcome is, the student will receive a written statement from the Academic Dean about the outcome of the

appeal.

- d) If the student remains dissatisfied with the decision made by the Course Coordinator, the student may appeal in writing to the Academic Dean. If the student remains dissatisfied with the decision made by the Academic Dean, the student may then appeal in writing to the AITC Independent Arbiter who will, in considering such an appeal, form the Appeal Panel. The Independent Arbiter will report the decision of the Appeal Panel to the student in writing, with a copy for the student file. The Dean will provide a report every four months to the Academic Board that provides details of each appeal.

7. Grounds for Appeal

7.1 The grounds for appeal may include, for example the following:

- a) The Learning Outcomes were not clearly defined in the material describing the Unit.
- b) Assessment tasks were not clearly defined in the Unit material.
- c) The Assessment procedure outlined in the Unit material was not followed.
- d) A piece of work handed in on time had not been marked.
- e) Perceived bias by attending Academic staff against the student that may have affected the grade or mark awarded to the student. (This allegation must be supported in writing with specifics).
- f) Alleged wrongful advice from teaching staff (e.g., the content of the examination or approval of an extension for an assignment).
- g) Inappropriate application of marking criteria.

8. Appeal Application

An Appeal must be lodged with the Student Service Office within 20 working days of the date of notification of assessment. The application must set out the grounds for the Appeal.

9. Appeal Feedback

- 9.1 The student appellant will be notified of the outcome of the Appeal in writing by the Student Service Office within 20 working days of the date of its lodgment. The decision of the Appeal Panel will be final.
- 9.2 If the student remains dissatisfied with the decision made by the Appeal Panel, the student may then appeal in writing to the external independent arbiter in accordance with Student Grievance Mediation Policy.
- 9.3 Decisions concerning the assessment appeal and the reasons for the outcome will be accurately recorded in the student's file as well as AITC's Student Management System.