



VET Academic Appeals

Policy number: QD10

Version: 1.0

Policy Owner: General Manager, Organisational Services

Subject Expert: Director Quality and Development

Next review date: 8 February 2018

1. PURPOSE

South Metropolitan TAFE (SM TAFE) is committed to providing quality assessment to students enrolled in vocational education and training programs. The college will ensure that students have a mechanism for lodging assessment appeals and a process to achieve a successful resolution in a timely manner.

There is no charge to the student for an informal or formal appeal.

Policy Objectives:

The objectives of this policy are to ensure that:

- student assessment appeals are dealt with to ensure the principles of natural justice and procedural fairness are adopted at every stage of the appeal process
- the Academic Appeal Policy and procedure is made publically available
- if the appeal processes fails to resolve the appeal, then there is opportunity for independent external review
- decisions are impartial, transparent and capable of review; and,
- assessment appeals are managed consistently within the requirements.

Where an appeal is made by an international student, the *International Students Complaints and Appeals Policy* by TAFE International Western Australia (TIWA) should be followed.

2. SCOPE

This policy applies to:

- all students undertaking assessments of vocational education and training programs at SM TAFE including training delivered by third party providers through auspicing or contract arrangements
- academic and professional staff (including contracted and casual staff) with the responsibility of designing, administering and making decisions and undertaking reporting relating to assessment of vocational programs provided by the college.

3. POLICY GOVERNANCE

- Standards for Registered Training Organisations (2015)
- Complaints and Feedback Policy PL04 (SM TAFE)
- International Students Complaints and Appeals Policy TAFE International WA
- Australian Qualifications Framework (AQF)
- VET Fees and Charges Policy (Department Training and Workforce Development)



4. KEY DEFINITIONS

Australian Qualifications Framework - the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework

Natural justice and procedural fairness – requires fair and proper procedure to be used when making a decision. Procedural fairness requires a hearing appropriate to the circumstances; lack of bias; evidence to support a decision inquiry into matters in dispute

Record – a written, printed or electronic document providing evidence that activities have been performed

Third party – any party that provides services on behalf of SM TAFE including auspicings arrangements.

5. PRINCIPLES

- 5.1 Prior to commencing a formal appeal, a student should meet with the lecturer, and/or course/unit coordinator or Portfolio Manager for an informal review and to discuss concerns
- 5.2 Students have the right to challenge an assessment decision if they have reason to believe that an assessment result or outcome is incorrect
- 5.3 Students are to be informed of their right to appeal an assessment decision
- 5.4 Students have a period of four weeks (20 working days) from notification of their assessment result to lodge an appeal
- 5.5 Requests for appeal must be acknowledged in writing and finalised as soon as practicable but within 20 working days
- 5.6 A student has the right to seek guidance, advice and support from an appropriate source. The student has the right to present their case and provide evidence
- 5.7 No student will experience discrimination as a consequence of appealing an assessment result
- 5.8 The college will ensure that the process for lodging an appeal is clear, does not disadvantage the student and explains what will happen
- 5.9 Where the college considers more than 20 working days are required to process the appeal:
 - the appellant is informed in writing, including reasons why more than 20 working day are required and
 - the appellant is regularly updated on the progress of the matter
- 5.10 The college will ensure the principles of natural justice and procedural fairness are adopted at every stage of the appeal process



5.11 If the student making the appeal believes the outcome of the appeal is incorrect, then an appropriate, independent external party will review the decision. International students can refer the matter to Manager, Student Services and Compliance at TAFE International Western Australia

5.12 The college will securely maintain records of all appeals and their outcomes.

VET Academic Appeals Committee

5.13 The Academic Appeals Committee will convene to review all formal appeals. Where a formal appeal is submitted the:

- Director Quality and Development will notify the student of receipt of the appeal within five working days and
- State the time, date and location of the VET Academic Appeals Committee (VAAC)
- Request the student to provide any further evidence to support their appeal (if required)
- Notify the student that they may have an advocate.

5.14 The Director Quality and Development (Chair) will convene the VET Academic Appeals Committee within 15 days of the receipt of written appeal:

- the panel members will have no previous involvement with the matter under appeal
- The VAAC will comprise a minimum of three members plus the Chair
- The Chair will provide a written statement of the appeal outcome, including reasons for the Panel's decision
- Students are to be advised of the outcome of their appeal within 20 working days of lodging the formal appeal
- There is no cost for a student to lodge an appeal.

6. DOCUMENTS SUPPORTING THIS POLICY

6.1. Policies

- HR01 Code of Conduct (Staff) Policy

6.2. Procedures

- QD1001 VET Academic Appeals Procedure for Staff

6.3. Forms

QD100101 Formal VET Academic Appeal Form (electronic form)

QD100102 Formal VET Academic Appeal Outcome Form (electronic form)

QD100103 Informal VET Academic Appeal Form (electronic form)



6.4. Other

Code of Professional Conduct (Staff) Regulations

7. POLICY REVIEW AND COMMUNICATION

All staff will be notified of new policies and policy changes and the documents will be available on the QMS.

8. POLICY APPROVAL

Approved and Endorsed:

Terry Durant

Managing Director

Date: 8/02/2017

9. DOCUMENT HISTORY AND VERSION CONTROL

Version	Date Approved	Approved by	Brief Description
V1.0	8/02/2017	Managing Director	VET Academic Appeals