



VET Academic Appeals Procedure

Procedure number: QD1001

Version: V1.0

Policy Owner: General Manager Organisational Services

Subject Expert: Director Quality and Development

Next review date: 8 February 2020

1. PROCEDURE

An academic appeal can be informal or formal. An Informal Appeal should be conducted by the relevant learning area before a student commences a Formal Academic Appeal.

There is no fee for a student to lodging an informal or formal appeal.

1. INFORMAL ACADEMIC APPEAL		
Steps		Responsibility
1.1	A student requests that an assessment task outcome or final result for a unit or module be reviewed. The student is to be referred to the course contact person/course coordinator. This request should be as soon as possible from notification of their result.	Student
1.2	Head of Programs arranges a meeting with the student, informing the student that they can choose to have the lecturer present or not at this meeting – it is the student who decides.	Head of Programs
1.3	Head of Programs meets with the student and reviews the evidence. Copies of any documents or evidence are to be placed on the student file as part of the student record keeping process.	Head of Programs
1.4	Head of Programs undertakes any further evidence gathering needed including reviewing student attendance and progression, meeting with the relevant lecturer or other staff members.	Head of Programs
1.5	Head of Programs completes an <i>Informal VET Academic Appeal Form</i> , making a recommendation on the Informal Appeal outcome	Head of Programs
1.6	Head of Programs provides <i>Informal VET Academic Appeal Form</i> and copies of evidence to Portfolio Manager for final decision.	Head of Programs
1.7	Portfolio Manager makes final decision and evidence is stored on the student record.	Portfolio Manager



1.8	Portfolio Manager notifies Head of Programs of the final outcome.	Portfolio Manager
1.9	Head of Programs notifies the student via email of the outcome and stores email on the student record	Head of Programs
1.10	Where the Portfolio Manager has deemed an appeal is to be upheld, a change strategy is to be implemented to rectify the issue identified.	Portfolio Manager
2. FORMAL ACADEMIC APPEAL		
2.2	The student completes the Formal VET Academic Appeal Form and submits this with relevant evidence. From the notification of the assessment result, students have 20 working days to lodge an appeal.	Student
2.3	The Chair of VET Academic Appeals Committee (VAAC) acknowledges the appeal in writing within five working days and states time, date and location that the VACC will meet. The Chair requests any additional evidence required and notifies the student that they may have an advocate.	Chair VACC
2.4	The Chair VAAC will convene the Committee within 15 working days of the submission.	Chair VACC
2.5	The Committee will make a determination and complete the Formal VET Academic Appeal Outcome Form to document the reason/s for the decision.	Chair VACC
2.6	The Chair will advise the student of the outcome within 20 working days of the lodging of the appeal. The Chair will also inform the student that if they believe the appeal decision is incorrect, then an external independent party will review the decision.	Chair VACC
2.7	Where the VAAC considers more than 20 working days are required to process the appeal, the student is to be notified in writing including an explanation as to why 20 working days are needed. The student is also to be kept informed of progress during this period.	Chair VACC
2.7	The documentation including emails, forms and evidence are to be stored on the student record.	Chair VACC

3. KEY DEFINITIONS

RTO Provider No. 52787
TAFE International WA Provider No. 52395 – CRICOS Code 00020G
V1.0
Use with: QD10



Student record: the TRIM file associated with an individual student.

4. DOCUMENTS SUPPORTING THIS POLICY

4.1.Policies

- QD10 VET Academic Appeals Policy

4.2Procedures

- QD1002 Academic Appeals Process

4.3Forms

- 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)

4.4Other

- Code of Professional Conduct (Staff) Regulations
- HR01 Code of Professional Conduct (Staff) Policy

5. POLICY REVIEW AND COMMUNICATION

Staff will be notified of new policies and changes. Current versions will be available on QMS

6. DOCUMENT HISTORY AND VERSION CONTROL

Version	Date Approved	Approved by	Brief Description
V1.0	1/06/2017	General Manager Organisational Services	VET Academic Appeals procedure
V1.0	N/A	N/A	Procedure was reviewed 15/03/2018 by subject expert. No major or minor changes were made.