

Assessment Appeals

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Introduction

Purpose

To ensure that a transparent, fair and equitable Assessment Appeal process is followed within the Institute where the matter could not be resolved by the relevant teaching portfolio.

Scope

This procedure applies to all student assessment items submitted by students to the Institute for assessment purposes.

Rationale

Procedure

1. Grounds for Appeal

- Error of calculation in deriving the assessment.
- Omission in calculating the assessment.
- Apparent inconsistency in establishing the assessment.
- Disputed decision on plagiarism or cheating.
- Perceived departure from Unit or Course content as stated in the curriculum, course outline or underpinning knowledge and skills identified within the relevant unit guide or Training Package.
- Personal conflict with Institute teaching staff, which in the student's eyes, precludes the meeting of unit or course requirements.
- Failure of staff to comply with assessment requirements as stated in the Unit or Course outline.
- Medical reasons.
- Personal reasons.

2. Teaching Portfolio Assessment Appeals Process

Each teaching portfolio of the Institute will document, disseminate to students and annually review its internal process for providing opportunities for reassessment on appeal. Teaching portfolios are also required to inform their students of the Institute Assessment Appeals Procedure.

3. Institute Assessment Appeals Procedure

Only those matters which cannot be resolved at a Teaching Team level will be subject to the Institute Assessment Appeals process.

- 3.1 At the beginning of any assessment appeals process conducted within any portfolio, the appellant will be informed that they may take the matter to the APSC Assessment Appeals Committee if the matter is not been resolved to the appellant's satisfaction.
 - 3.2 The appellant must write to the APSC Assessment Appeals Committee within five (5) working days of the conclusion of any internal teams' appeal process.
 - 3.3 The appellant must:
 - Detail the nature of the appeal and the grounds on which it is made.
 - Detail the outcome of the internal teaching portfolio appeal.
 - 3.4 On receipt of the appeal, the Executive Director Education Programs, Quality and Compliance, as the Chairperson of the APSC Assessment Appeals Committee will:
 - Contact the relevant Education Manager and obtain written details of the process and the outcomes of the team's internal appeals process.
 - Convene the APSC Assessment Appeals Committee within two (2) working days of receipt of the appeal.
 - 3.5 The APSC Assessment Appeals Committee will set a time and date for the hearing, to be no later than five (5) working days from the date of receipt of the appeal.
4. The appellant will be advised in writing of his or her right to appear before the committee and will be given a time for such appearance to take place. The appellant will also be informed that they have the right to be accompanied by a person of their choice.
 5. The Education Manager and independent subject matter expert from the portfolio concerned in the appeal will be notified of an appropriate time to attend the hearing.
 6. The Chairperson of the Committee will be responsible for the conduct of the hearing and in addition to the appellant and the team representative, may call other persons as required by the Committee.
 7. The decision made by the APSC Assessment Appeals Committee will be final.
 - 7.1 The decision will be communicated in writing to the appellant within two (2) working days of it being handed down by the Committee.
 - 7.2 The decision will be communicated to the relevant Education Manager in writing.
 - 7.3 If the Appeal is upheld the relevant Education Manager will be directed to adjust the assessment or provide a reassessment, as considered appropriate by the APSC Assessment Appeals Committee and ensure that the decision is reflected in any records kept by the teaching team.

Note: This may mean adjustment of a current assessment or a complete assessment result.

 - 7.4 Student Management Centre will be informed of any adjustment to any assessment stemming from the appeals process and will be directed to alter records accordingly.

- 7.5 Student Management Centre will prepare a new Statement of Results for the appellant and amend, re print and re-issue any relevant certificates.

Composition of APSC Assessment Appeals Committee

Chairperson: Executive Director Education Programs, Quality and Compliance

Education Manager

Teaching Staff Representative: (Subject expert but not associated with appeal)

Co-opted Member (if there is a conflict of interest)

Notes:

1. The subject expert will be drawn from the portfolio involved in the assessment appeal. The expert should not be associated with the appeal. Where there is a perceived conflict of interest the option is available to co-opt outside expertise. (The co-option may or may not be from within the Institute.)
2. As with all Institute Committees the composition will ensure that at least one member of the panel is of the same gender as the person lodging the appeal.

Reference and Supporting Information

Definitions

Term	Definition
APSC	Academic Progress Steering Committee – the Institute’s committee for ensuring academic quality, compliance and continuous improvement

Supporting Documents

- TL 013 Plagiarism Policy
- TL 036 Assessment Procedure

Responsibility

- Executive Director Education Programs, Quality and Compliance has responsibility for the maintenance / ownership of this procedure.

Please Note: For further information or assistance regarding policies and procedures contact:

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