



ASSESSMENT APPEAL

Purpose

North Regional TAFE is committed to providing a timely, fair and confidential appeal handling procedure for students.

An assessment appeal can be made by a student if they do not agree with the assessment decision.

Definitions

The following definitions apply in this document:

resolution *a solution, accommodation, or settling of a problem*

appeal *to apply for review of a case or particular issue*

assessment appeal *a student's request to review an assessment decision.*

Process

PROCESS STEP	RESPONSIBLE PERSON	TASKS REQUIRED	RESOURCES REQUIRED
1. Attempt to resolve issue informally with student	Lecturer	If a student does not agree with an assessment decision, discuss with student the issue and agree on a course of action	
2. Lodge an assessment appeal	Student	If agreement or a resolution of the issue cannot be reached, the student can lodge an assessment appeal in writing using the Assessment Appeal and Reassessment Form within 10 working days of receiving the assessment decision. The student is the only person who can lodge the appeal but may seek assistance to complete the form.	Assessment Appeal and Reassessment Form
3. Form review panel	Industry Principal Lecturer	When an assessment appeal is received the Industry Principal Lecturer will convene an impartial review panel with at least one other assessor from the industry area.	
4. Review assessment	Industry Principal Lecturer	The panel will meet to review the assessment process, the assessment evidence and any supporting documentation. This is recorded on the Appeal and Reassessment Form	Assessment Appeal and Reassessment Form
5. Record appeal outcome	Industry Principal Lecturer	The outcome of the appeal will be one of the following: <ul style="list-style-type: none">● appeal dismissed and the original decision stands● appeal upheld and competency changed● appeal upheld and student to be re-assessed.	Assessment Appeal and Reassessment Form
6. Advise the student of Appeal Outcome	Industry Principal Lecturer	The Industry Principal Lecturer will advise the student of the outcome and the reasons for the decision, within 15 working days of receiving the appeal	
7. Record appeal outcome	Manager Student Support Services	The appeal and the outcome are recorded in the complaints and appeals register by the Manager Student Support Services. Records will be maintained according to the Academic Record Management Guide.	Complaints and appeals register

QMS Details

Document Owner	Academic Quality Manager
Responsible committee	Quality Leadership Team
Date approved	12 September 2022
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Related policies and documents	Assessment Appeal and Reassessment Form.DOCX https://www.dtwd.wa.gov.au/sites/default/files/uploads/dtwd_complaintspolicy_v6.1-nov2021.pdf International Students Complaints and Appeals Management Policy https://www.tafeinternational.wa.edu.au
Related Legislation	Education Services for Overseas Students Act 2000 National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code) National Vocational Education and Training Regulator Act 2011 Standards for Registered Training Organisations (RTOs) 2015