

<b>Policy Link</b>		Academic Appeals Policy		
<b>Responsible Officer</b>		Registrar		
<b>Superseded Documents</b>		Academic Grievance (Appeals) Policy 2011		
<b>Associated Documents</b>		Non-Academic Appeals Policy Non-Academic Appeals Procedure Privacy Policy Student Academic Misconduct Policy Student Handbook		
<b>Review Date</b>		July 2023		
<b>Version</b>	<b>Authorised By</b>	<b>Approved By</b>	<b>Approval Date</b>	<b>Effective Date</b>
1.1	The Principal	Academic Board	26/10/2018	26/10/2018

## 1. PURPOSE AND SCOPE

This procedure sets out the processes by which a student appeal, about any academic decision or implementation of any academic regulation of Moore College, will be conducted. This procedure only applies to academic appeals.

## 2. DEFINITIONS

This section sets out definitions for key terms and acronyms referred to in the procedure.

Term	Definition
Advanced standing	A form of credit for any previous learning.
Applicant	An applicant is a person who has already lodged an application to study a specific course.
Course	A program of learning comprising one or more units of study, or structured workplace learning that leads to the award of a qualification. (AQF, 98)
Final grade	The letter grade that is given to indicate the level of academic performance in a unit
Final mark	The aggregate of marks for all assessment items that contribute to the final result of a unit
Grade	The letter grade that is given to indicate the level of academic performance in an assessment item
International student	An international student is means a person (whether within or outside Australia) who holds a student visa. <sup>1</sup> An international student is also known as an overseas student.
L&TC	Learning and Teaching Committee
Mark	The numerical mark given for the outcome of an assessment item
Prospective student	A prospective student is a person who is thinking about lodging an application to study a particular course but has not yet done so.

<sup>1</sup> Education Services for Overseas Students Act 2000 (ESOS), §5 Definitions.

RACC	Research and Centres Committee
Student	Student includes all students studying at any level and by any mode at Moore College.
Unit	A separate subject and a combination of units makes up a course of study.

### 3. GROUNDS FOR AN APPEAL

A student may appeal against an academic decision may arise from, but is not limited to, any matters such as the following:

- (i) the amount of advanced standing to which a student may be entitled,
- (ii) the interpretation or application of the published academic regulations of the College,
- (iii) exclusion from the College or from progression in a course on the grounds of:
  - failure to satisfy the academic pre-requisites to enrol or progress in a course of the College
  - an academic record characterised by failed grades
  - interpretation of the academic regulations
  - academic misconduct
  - failure to complete the course or unit in the time allowed
- (iv) academic misconduct,
- (v) the awarding of a final grade or mark, and
- (vi) the awarding of an award of the College.

### 4. LODGING AN APPEAL

- (i) For the awarding of a Research Higher Degree see Section 7 below.
- (ii) For Re-Marks see Section 8 below.
- (iii) For all other academic matters at any level of appeal escalation, a student who wishes to lodge an appeal are requested to put their case in writing to the Academic Dean for consideration.
- (iv) A written statement outlining the reasons for the appeal should include where applicable:
  - the academic decision or regulation concerned;
  - the perceived error in terms of published academic policy or assessment information; and
  - any supporting information or evidence.
- (v) Written statements and any accompanying evidence should be submitted to the Registrar by email [registrar@moore.edu.au](mailto:registrar@moore.edu.au).

### 5. TIMEFRAMES

Where not otherwise stated, the appeal must be lodged with the Registrar within the timeframes set out below.

- (i) Research higher degree students intending to appeal the grading of their thesis should submit their application for an appeal within 30 days of receiving notification of the grade.
- (ii) Timeframes for Re-Marks are set out in Section 8 below.
- (iii) All other students intending to appeal should submit their application for an appeal within 20 days of receiving an academic decision.
- (iv) An appeal is normally considered within 15 working days of receipt of the appeal.
- (v) The Registrar communicates the decision to the student within 5 working days of the decision being made by the academic committee, Principal or board, where applicable.

## 6. APPEAL LEVELS

There are four escalating levels for the resolution levels for the resolution of academic appeals: three internal (the responsible academic committee, the Principal, the Academic Board) and one external (External Review Officer).

### 6.1 Internal Levels of Appeal

- (i) An academic appeal is dealt with firstly by the responsible academic committee.
- (i) The Learning and Teaching Committee (L&TC), or its Executive, reviews appeals for coursework award matters, apart from Re-Marks. The Research and Centres Committee (RACC), or its Executive, reviews appeals for research higher degree matters, apart from appeals about the awarding of a RHD degree. The responsible committee will review the decision and make a determination.
- (ii) A student not satisfied with the decision of the respective academic committee may then appeal the decision by approach to the Principal. The Principal will review the decision and make a determination.
- (iii) If the student is not satisfied with the decision of the Principal, the student may then appeal to the Academic Board. The Academic Board, or its Executive, will review the decision and make a determination.
- (iv) The determination at each level of appeal should give reasons and an explanation in writing for decisions and actions taken as part of the response to the appeal.

### 6.2 External Level of Appeal

- (i) If an appeal has been made to the Academic Board of the College, the decision given, and the student still considers there are grounds for appeal, they then may apply to the External Review Officer.
- (ii) International students may appeal to the External Review Officer or the Overseas Students Ombudsman.
- (iii) Applications for the review of a decision by the External Review Officer must be submitted in writing to the Registrar and explicitly state that a review by the External Review Officer of a decision made within the Academic Appeals Policy is sought. The Registrar must acknowledge receipt of such an application and inform the applicant in writing that, if the Review Officer has not advised the applicant of a decision within 45

days of receiving the application for review, then the Officer is taken to have confirmed the original decision.

- (iv) The written statement of reasons for, and explanation of, decisions made at the internal appeal levels and all documents dealing with the appeal, shall be forwarded to the External Review Officer.
- (v) The External Review Officer shall give reasons and a full explanation in writing for decisions and actions taken as part of these procedures if requested by the complainant and/or respondent.
- (vi) If the External Review Officer makes recommendations in relation to a grievance he has reviewed, the External Review Officer will forward those recommendations to the Registrar within 21 days who will ensure that the recommendations are implemented within one calendar month.
- (vii) In relation to any matter dealing with FEE-HELP the External Review Officer must inform applicants of their right to apply to the Administrative Appeals Tribunal or the Australian Competition and Consumer Commission for a further review of the decision; and provide appropriate information for lodging an appeal.
- (viii) All reviews undertaken by the External Review Officer under this Academic Appeals Policy and their outcomes must be reported annually to the Governing Board of the College.

## **7. THE CONDUCT OF AN APPEAL**

- (i) A student who has applied for an appeal may continue in their program of study during the appeal process.
- (ii) The review of an appeal is conducted in a timely manner.
- (iii) The student is entitled to a support person during the appeal or review process.
- (iv) At any time during the appeal process, the student may withdraw an application for an appeal, by notice in writing to the responsible officer.
- (v) All parties concerned receive a written statement of the decision including a full explanation and reasons for the decision and any actions taken.
- (vi) Records of all appeals and applications for review of appeal decisions are stored securely by the Registrar and remain confidential.

## **8. RESEARCH HIGHER DEGREES**

If a research degree is not awarded then:

- (i) The candidate may appeal to the Registrar in writing within 30 days of receiving the written notification. In order to consider the appeal, the Academic Dean will convene an appeals panel. The panel consists of one external academic member of the Governing Board of the College, an academic external to the College, the Director of Research and the Academic Dean. The panel must bring a recommendation to the Academic Board within one month. The recommendation may be one of the following:

- that insufficient or unfounded reasons have been supplied by the student to support the appeal and that no change be made in the decision of the Academic Board; or
  - that the candidate be invited to revise part or all of the thesis and re-submit it for examination; or
  - that the thesis be reassessed by the appointment of another examiner external to the College who will prepare a report in terms of the categories set out in the Student Handbook.
- (ii) The decision of the Academic Board, taking into account the recommendations of the appeals panel, shall be final. No one who has acted as the candidate's supervisor may be part of the appeals panel. If the Academic Dean or the Director of Research has acted as the candidate's supervisor, then another appropriately senior member of the Academic Board will be appointed to replace the Academic Dean or the Director of Research.

## 9. RE-MARKS

A student may consider that the mark awarded does not reflect the quality of their work. The student is encouraged in the first instance to speak to the marker.

In seeking an appeal in cases such as this:

- (i) The student then wishing to appeal an assessment or examination mark should discuss the mark with the unit coordinator or lecturer of that unit.
- (ii) This discussion should normally happen within five working days of the student receiving the mark.
- (iii) If, at the end of the discussion, the student still believes they have grounds for an appeal, then the student may formally appeal against the mark awarded.
- (iv) The Re-Mark appeal form is located on the LSS and should be completed by the student within fifteen working days of the discussion.
- (v) The appeal must include a written statement outlining the reasons for the appeal which should draw attention to perceived error or bias in terms of the published learning outcomes and assessment criteria for the assessment item or examination and any additional supporting information.
- (vi) Submission of the Re-Mark appeal on the LSS sends notifications to the Academic Dean and Registrar.
- (vii) The appeal is approved, or not, by the Academic Dean.
  - If approved, the Registrar organises for a second marker to mark the assessment item or examination and notifies the student of the outcome.
  - If not approved, the Academic Dean provides a written statement for the student outlining the reasons for not approving the Re-Mark application.
- (viii) The Re-Mark appeal process requires a review of the mark only. No written feedback is provided for a Re-Mark.
- (ix) The mark awarded for a Re-Mark will stand, whether it is higher or lower than the original mark.

## 10. IMPLEMENTATION

The Registrar is responsible to the Academic Dean for the implementation of this procedure.

## 11. ACKNOWLEDGEMENTS

The following documents are acknowledged in the review of this procedure.

Australian Catholic University. *Student Appeals Procedures*.

<https://handbook.acu.edu.au/12826780> 2018-02-06.

Central Queensland University. *Academic Appeals Policy and Procedure*. Reference Number/Code: 7. Effective Date: 1/03/2018.

Macquarie University. *Academic Appeals*. 1 November 2016 (Resolution 16/231)

## 12. REVIEW AND HISTORY

Version	Approved By	Approval Date	Effective Date	Sections modified
1.0	Academic Board	31/08/2018	31/08/2018	New procedure
1.1	Academic Board	26/10/2018	26/10/2018	<ol style="list-style-type: none"><li>1. Amendment at 8.iii to clarify re-mark procedure.</li><li>2. Change second 8 in procedure to 9 and renumber sections.</li><li>3. Change 'dissatisfy' to 'grounds for appeal' throughout procedure.</li><li>4. Add the following sentence to the preamble for section 9, 'The student should be encouraged to speak first to the marker.'</li></ol>