



**AUSTRALIAN INSTITUTE
OF HIGHER EDUCATION**

Assessment Appeal Policy

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Responsible Officer	Dean
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Version	2022.1
Related Documents	Student Complaint and Appeal Policy Student Complaint and Appeal Procedure
HESF (Threshold Standards) 2021	2.4.1; 2.4.2; 2.4.3; 2.4.4; 2.4.5

1. Purpose

The intent of this Policy is to provide a framework and process for reviews, complaints and appeals against academic assessment at the Australian Institute of Higher Education Pty Ltd ('the Institute') which are transparent, consistent, and equitable.

2. Principles

Key principles informing this Policy are:

- that in the event of dissatisfaction with an assessment process, all students are provided with an opportunity to have it reviewed formally,
- that assessment reviews, complaints and appeals are dealt with consistently, transparently and equitably, and
- that assessment reviews, complaints and appeals will be resolved in a way that maintains the academic quality and rigor of the Institute's assessment processes.

3. Context

This Policy has been developed in recognition of the fact that, while the Institute endeavours to ensure its assessment processes are satisfactory for all students and staff, there may be circumstances in which students have legitimate concerns about the outcomes of an assessment.

4. Scope

This Policy applies to all students and academic staff at the Institute, and all Institute courses.



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5. Definitions

See the AIH Glossary of Terms for definitions.

6. Policy details

6.1 Principles

- All students have a right to have an assessment reviewed, but the process should be approached in a responsible manner. Students must lodge request based upon specified grounds for review and follow processes outlined in the associated Procedure.
- All students have a right to have an assessment reviewed and if they are not satisfied they can access the Institute's complaints and appeals procedure.
- The Institute will not accept petitions or group complaints. All requests for review, complaint and appeal must be made individually.
- All requests for review, complaint and appeal are treated seriously and resolved fairly, according to consistent guidelines.
- Confidentiality is maintained by all staff members involved in the process. Students are not to be disadvantaged by requesting an assessment review, or making a complaint or appeal.
- If a conflict of interest between the student and the decision marker in the review process is identified, the Dean will allocate a person not associated with the student to deal with review, complaint or appeal in order to have a fair and transparent process.

6.2 Grounds for Review, Complaint and Appeal.

The following are acceptable grounds for review, complaint or appeal:

- The learning outcomes were not clearly defined in the unit material.
- Assessment tasks were not clearly defined in the unit material.
- Assessment procedure outlined in the unit material was not followed.
- A piece of work handed in on time had not been marked.
- Perceived bias by a member of academic staff against the student may have affected the grade or mark awarded to the student. This allegation must be supported in writing with specifics.
- Alleged wrongful advice from teaching staff. Examples include: advice relating to the content of the examination or approval of an extension for an assignment.
- Inappropriate or incorrect application of marking criteria, calculation or administration of marks.

7. Legislation

This Policy complies with Higher Education Standards Framework standard 2.4 (Student Grievances and Complaints), which specifies that:

2.4.1 Current and prospective students have access to mechanisms that are capable of resolving grievances about any aspect of their experience with the higher education provider, its agents or related parties.



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2.4.2 There are policies and processes that deliver timely resolution of formal complaints and appeals against academic and administrative decisions without charge or at reasonable cost to students, and these are applied consistently, fairly and without reprisal.

2.4.3 Institutional complaints-handling and appeals processes for formal complaints include provision for confidentiality, independent professional advice, advocacy and other support for the complainant or appellant, and provision for review by an appropriate independent third party if internal processes fail to resolve a grievance.

2.4.5 Decisions about formal complaints and appeals are recorded and the student concerned is informed in writing of the outcome and the reasons, and of further avenues of appeal where they exist and where the student could benefit.

2.4.5 If a formal complaint or appeal is upheld, any action required is initiated promptly.

8. Version Control

This Policy has been endorsed by the Australia Institute of Higher Education Academic Board as at May 2022 and is reviewed every 3 years. The Policy is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2017-1	Ms. McCoy	New document	22 February 2017	6 March 2017
2019-1	Principal	Updated title to reflect the process. Clarified the link between the Complaints and Appeals policy and the assessment review process.	18 November 2019	19 November 2019
2021.1	CEO/Principal	Minor change in line with ESOS standard	9 April 2021	9 April 2021
2022.1	Registrar	Updated Higher Education Standards Framework [Threshold Standard] 2021 TEQSA Recommendation 26 - Academic Board confirmed as approving authority	25 May 2022	26 May 2022