



## Assessment Appeal Policy and Procedure

<b>Policy Category</b>	Academic
<b>Policy Code</b>	ACA-HE-19
<b>Policy owner</b>	Dean
<b>Responsible Officer</b>	Registrar
<b>Approving authority</b>	Academic Board
<b>Approval date</b>	9 July 2024
<b>Commencement date</b>	10 July 2024
<b>Review date</b>	3 years
<b>Version</b>	2024.1
<b>Related Documents</b>	Student Complaint and Appeal Policy Student Complaint and Appeal Procedure
<b>HESF (Threshold Standards) 2021</b>	2.4.1; 2.4.2; 2.4.3; 2.4.4; 2.4.5

### 1. Purpose

The intent of this Policy and Procedure 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 and Procedure 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 and Procedure 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 and Procedure applies to all students and academic staff at the Institute, and all Institute courses.

## 5. Definitions

See the *AIH Glossary of Terms* for definitions.

## 6. Policy and Procedure 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 a request based upon specified grounds for review and follow processes outlined below.
- 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 has 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. Actions and Responsibilities

### 7.1 Processes of Appeal

#### 7.1.1 Informal Review

Before a formal review is requested, students need to view their marked assessment item, including marks, and comments provided by the lecturer.



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- All students receive their marked assessments within three working days of the submission date with feedback in accordance with the ***Student Assessment Policy***, except for final examinations where the mark is not known until the Study Period Grade Release.
- Where a student is dissatisfied with the assessment of an assignment and/or an examination result, the student must approach the relevant lecturer in the first instance to discuss the assessment. The consultation needs to occur within five (5) working days of notification of the assessment result. It is the expectation that such review would normally resolve most complaints against assessment.
- In the case of final examinations, students can view their marked examination papers (paper based and computer answer sheets) under supervision. Students may not copy the examination paper, take photos, or remove it from the premises.

### 7.1.2 Formal Review

If the student remains dissatisfied with the decision made after consultation with the lecturer, the student may request a formal review by completing the Assessment Request for Review Form.

- Formal reviews against assessments must be lodged with Student Services within five (5) working days of receipt of the assignment or examination result. Formal reviews lodged after five (5) working days will generally not be considered.
- The Assessment Request for Review Form must clearly describe the grounds for formal review as per section 6.2. There is no cost involved in lodging a formal review. A formal review may only be requested once per assessment.
- Students will submit the Assessment Request for Review Form to Student Services. In the case that a student has submitted an appeal form directly to another department or staff member, they will be directed to re-submit to Student Services for processing.
- Student Services process the Assessment Request for Review Form, check that all evidence is included, record the complaint on the student's file, and submits to Academic Services via [academicservices@aih.edu.au](mailto:academicservices@aih.edu.au).
- The Academic Support Services Officer will process the appeal Assessment Request for Review Form, notify the student that the complaint has been received, record the complaint in the register, and collate the evidence.
- If the application meets the grounds for review, the Academic Support Services Officer will refer the case to the Dean/Director of Teaching and Learning (or delegate) for investigation.

- If the grounds for review do not meet the requirements of the Assessment Appeal Policy and Procedure, the Academic Support Services Officer will notify the student that their review request has been rejected within five (5) working days of the date the form was lodged.
- The Dean/Director of Teaching and Learning (or delegate) will arrange for a second marker to review the assessment within ten (10) working days of the date of lodgement of the Assessment Request for Review Form.
- If the independent marker determines that the original marking did not accurately reflect the result of the assessment item, the result will be amended immediately upon the decision being made. The amended mark (higher or lower) will be recorded as the final result for that assessment item.
- The Dean/Director of Teaching and Learning (or delegate) will inform the outcome to the Academic Support Services Officer of the required changes. The Academic Support Services Officer will record the resolution on the student's file, notify the student via email, and record the outcome in the register. Students will be notified of their outcome within ten (10) working days of lodging the form.
- In the case of assessment reviews other than final examinations, the Academic Support Services Officer will notify the Lecturer and Program Manager of the outcome and instruct them to update the marks if required.
- In the case of final examination review, the Academic Support Services Officer will inform the Academic Success Manager and Student Services of the outcome and instruct them to update the marks if required.

### **7.1.3 Complaint**

If still dissatisfied with the outcome, a student may complain against a decision made under this Policy and Procedure. Complaints must be made as prescribed in the appeals process outlined in the Student Complaint and Appeal Policy and Procedure.

## **8. Legislation**

This Policy and Procedure 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.

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.

## 9. Version Control

This Policy and Procedure has been endorsed by the Australia Institute of Higher Education Academic Board as at July 2024 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'.

<b>Change and Version Control</b>				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>
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
2024.1	HQA/Dean/Registrar	Combined Policy and Procedure; updated Responsible Officer; updated time for students to receive marked assessments to three days; minor grammatical corrections; updated role titles where necessary.	9 July 2024	10 July 2024



## Appendix 1: Flowchart of Assessment Appeal

### Informal Review

- Students receives mark within three working days of submission date.
- Student views mark and feedback provided by lecturer.
- If dissatisfied with result, student consults with lecturer within five working days of notification of the assessment result. It is expected that most complaints are resolved after this step.
- If student remains unsatisfied, they can continue with a Formal Review.

### Formal Review

- The student requests a formal review by completing the Assessment Request for Review Form and lodges form with Student Services within five working days of receipt of the assignment or examination result.
- Student Services processes the Assessment Request for Review Form and refers it to Academic Services.
- If the application meets the grounds for review, the Academic Support Services Officer will refer the case to the Academic Dean/Director of Teaching and Learning (or delegate) for investigation.
- Upon the Dean's review, the Academic Support Services Officer will notify the student that their review request has been rejected within five working days of the date the form was lodged OR the Dean (or delegate) will arrange for a second marker to review the assessment within ten working days of the date of form lodgement.
- If the independent marker determines that the original marking did not accurately reflect the result of the assessment item, the result will be amended immediately upon the decision being made.
- Student will be notified of their outcome within ten working days of lodging the form.

### Complaint

- If still dissatisfied with the outcome, a student may complain against a decision made. Complaints must be made as prescribed in the appeals process outlined in the Student Complaint and Appeal Policy and associated Procedure.