

ASSESSMENT APPEALS PROCESS

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1 Purpose

The purpose of this policy is to outline the procedure for which assessment appeals can be made and the grounds in which an appeal will be accepted.

2 Scope

All students at TOP Education Institute

3 Definitions

Assessment appeal means that if a student is dissatisfied with a result they may challenge it.

Grounds for appeal means the reasons why an appeal can be challenged.

4 Principles

4.1 Where a student is dissatisfied with the assessment of an assignment and/or an examination result the student must approach the relevant Director of Programs in the first instance to discuss and/or request review of that assessment. It is the normal expectation that such review would resolve most appeals against assessment within a particular unit. The student must complete the appropriate assessment grade appeal form.

4.2 Top Education will not accept petitions or group complaints. All complaints must be made individually.

4.3 If the student remains dissatisfied with the Teaching, Learning & Examination Committee's decision the student may appeal in writing to the Academic Board. Further Appeal can be made to the Institute's Independent Arbiter who will in considering such an appeal, discuss the case with the Academic Board and the Teaching, Learning & Examination Committee. The

Independent Arbiter will report the outcome of the appeal to the student in writing with a copy for the student file.

4.4 Appeals against assessment of assignments and/or examination results must be made within two weeks of receipt of the assignment or examination result, subject to otherwise stated appeal deadlines.

4.5 Grounds for Appeal

The grounds for appeal may include the following:

- a. The learning outcomes were not clearly defined in the unit material.
- b. Assessment tasks were not clearly defined in the unit material.
- c. Assessment procedure outlined in the unit material not followed.
- d. A piece of work handed in on time had not been marked.
- e. Perceived bias by attending Academic staff against the student that may have affected the grade or mark awarded to the student. (This allegation must be supported in writing with specifics).
- f. Alleged wrongful advice from teaching staff (eg re the content of the examination or approval of an extension for an assignment).
- g. Inappropriate application of marking criteria.

4.6 Appeal Application

An appeal must be lodged with the Administration Office within 10 working days of the dates of notification of assessment. The appeal must set out the grounds for the appeal.

4.7 Appeal Feedback

The student appellant will be notified of the outcome of the appeal by the Director of Programs concerned within 10 working days of the date of lodgement of the appeal. The decision of the Appeal Panel will be final.

5 Related Documents

- i. Student assessment policy
- ii. Request for grade appeal procedure
- iii. Request for Special Consideration (Examination)