

Academic Complaints and Appeals

The Institute provides students with a fair and accessible process for raising academic complaints and appealing academic decisions. This includes requests to review assessment or subject/unit results and complaints relating to academic matters.

Academic complaints may relate to matters such as assessment, awards in a course of study, curriculum or student progress.

Academic appeals may include:

- › a mark for an assessment, exam or subject/unit;
- › a fail grade or removal from a placement;
- › a finding of academic misconduct;
- › a declined special consideration application; or
- › a declined application for credit for previous study or work.

Appeals generally must be submitted within 15 working days of the academic decision or result being released. Late appeals may not be considered.

Student Rights During the Process

Academic complaints and appeals are handled fairly, objectively and with respect for privacy. Students will have an opportunity to present their case and may be accompanied by a support person, other than a lawyer, at relevant meetings. Students will also receive written reasons for decisions made during the process.

Students will not be discriminated against or victimised for making a complaint or appeal. Where there is a delay in resolving a matter, the student will be advised of the reason and provided with an updated timeframe. Support services are also available throughout the process.

Appealing an Assessment Result

Stage One – Review with Your Lecturer

Students should first contact their Lecturer within 15 days of the assessment result being released to seek further information or request that the result be reviewed.

The Lecturer will advise the student in writing of the outcome, including the reasons for the decision, within 10 working days.

Stage Two – Appeal to the Dean – Higher Education

If the student is dissatisfied with the Stage One outcome, they may submit an Assessment Appeal Form to the Dean – Higher Education.

The form should be submitted within 10 working days of receiving the Stage One outcome. The Dean will review the appeal and provide a written decision, including reasons, within 10 working

days of receiving the appeal. The assessment mark may be increased, decreased or remain unchanged.

Stage Three – Appeal to the Provost

If the student remains dissatisfied with the Stage Two outcome, they may appeal by email to the Provost within 10 days of receiving the Stage Two decision.

The Provost will review the matter and provide the student with a written response within 10 days of receiving the Stage Three appeal.

External Review

Domestic Students

If a domestic student remains dissatisfied after Stage Three and believes the Institute has not followed its policies or that there has been procedural unfairness, they may seek external review through the Resolution Institute.

Contact Details for Resolution Institute:

PO Box 440

Chatswood NSW 2057

Ph: 1800 651 650 Fax: (02) 9251 3733

Email: infoaus@resolution.institute

Website: www.resolution.institute

The external appeal must be lodged within 20 days of receiving the Stage Three outcome. Costs associated with mediation are shared equally between the Institute and the student.

If the matter remains unresolved, the student may also approach an appropriate external agency, including the National Student Ombudsman.

International Students

International students who are dissatisfied with the outcome of the internal process may seek an external review through the Overseas Student Ombudsman within 20 working days of receiving the relevant appeal outcome. This service is free for international students.

Contact details for the Overseas Student Ombudsman:

Website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Phone: 1300 363 072 (in Australia) or +61 2 6276 0111 (outside Australia).

Alternatively, students can make a complaint in their language by calling Translating and Interpreting Service on 131 450, or +61 3 9268 8332 (outside Australia)

International students may also refer unresolved matters to an appropriate external agency, including the National Student Ombudsman.

Record Keeping and Confidentiality

Students will receive a written statement of the outcome of their complaint or appeal, including the reasons for the decision. Records are retained by the Institute for at least five years and are treated confidentially in accordance with the Institute's privacy requirements.