

# Academic Appeals Procedure

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## 1. Associated Policy

These Academic Appeals Procedures have been developed in conjunction with the Academic Appeals Policy.

## 2. Scope

Where this procedure refers to CIT include CIT Solutions.

This procedure applies to:

- appeals regarding assessment outcomes and final unit results
- all courses or components of courses delivered by CIT
- all students enrolled at CIT and CIT Solutions
- staff responsible for designing, administering and making decisions, and reporting related to assessment of nationally recognised training products on CIT's scope of registration
- parents and guardians of enrolled students under 18 years of age
- a third-party providing services on CIT's behalf
- management of the academic appeals for internal assessments, special consideration and recognition of prior learning (RPL).

### 2.1 Grounds for academic appeals

The following are grounds for appeals of an assessment outcome or a final unit result:

- apparent inconsistency in applying the rules of the assessment to the conduct of the assessment
- apparent inconsistency when allowing the application of reasonable adjustments to assessment practices
- a perceived inconsistency in issuing assessment decisions
- disputed decision on academic misconduct such as plagiarism, cheating or misuse of generative artificial intelligence
- perceived departure from unit or course content, as stated in the curriculum, course outline or underpinning knowledge and skills identified within the relevant subject guide or nationally accredited training product
- personal conflict with CIT teaching staff, which the student perceives as precluding them from meeting unit or course requirements
- failure of staff to comply with assessment requirements as stated in the unit or subject guide
- medical reasons
- personal reasons.

### 3. Procedure

The academic appeal process will commence within ten working days of CIT receiving the appeal application.

When an academic appeal is successful and requires amending an assessment outcome, the amendment will be made on the Learning Management System (LMS), or to the final grade in the student management system, within five working days of the decision.

#### 3.1 Information to students

Step	Action	Responsibility
1	<p>Provide students with information about the Academic Appeals Procedure at orientation sessions or course inductions.</p> <p>Advise students that, if they wish to dispute an assessment result, they should first indicate their grievance with their educator or Head of Department (face-to-face, telephone call, email) within 20 working days of the date on which the assessment outcome is published on the Student Management System.</p>	<p>Educator</p> <p>Person responsible for orientation and course induction</p>

#### 3.2 Informal appeals process

In the first instance, CIT will endeavour to resolve any appeal of an assessment outcome through informal processes.

Informal options to address a grievance could include a conversation, either face-to-face or via electronic means, between the student, educator or other staff members. If the matter is addressed to the satisfaction of the student, then the issue would be deemed closed, with no further action required.

Where this informal process fails to achieve resolution of the grievance, a formal appeal may be submitted to Student Services and lodged on Customer Relationship Management system (CRM) for the attention of the relevant college director.

Step	Action	Responsibility
1	<p>Gather evidence sufficient to apply for an appeal of an assessment outcome, and raise a request for the appeal of an assessment outcome with the educator responsible for the assessment or Head of Department.</p> <p><i>Note: appeal of the assessment outcome will follow procedures below. The educator receiving the application for an appeal may be able to address the request, or choose to refer it the Head of Department. The student may submit the application for an appeal directly to the Head of Department.</i></p>	Student
2	<p>Review the appeal evidence provided by the student and the student's claims.</p> <p>Review attendance (where required) and submission records.</p> <p>Compare the marking against the relevant educator/teacher guide.</p> <p>Discuss marking criteria with the student.</p>	Educator

Step	Action	Responsibility
	Prior to reporting a final result, allow the student to submit or resubmit documentation, or a section of an assessment task, where the educator believes the student has valid grounds for misinterpreting what was required.	
3	<p>Discuss the matter with the student and appraise the situation, attempting to negotiate a satisfactory outcome.</p> <p>Advise the student, within five working days, whether the informal appeal is upheld.</p> <p>Document notes of discussion, and add to student file in TRIM or note in department minutes.</p> <p>Where the matter is not resolved, escalate the appeal to the Head of Department.</p>	Educator
3	<p>If the appeal outcome is in the student's favour (the student's appeal is upheld), ensure the decision is reflected in any records kept by the teaching team and the Awards and Programs area.</p> <p>Note: This may be:</p> <ul style="list-style-type: none"> <li>• adjustment to a current assessment outcome</li> <li>• adjustment to a final result</li> <li>• providing the student with an opportunity for reassessment of an assessment task/s.</li> </ul>	Educator
4	Investigate the appeal that has not been resolved. If the matter cannot be resolved, offer the student the opportunity to make a formal written appeal.	Head of Department
5	<p>Organise a meeting to review the assessment tools, to ensure they are still fit for purpose, including,</p> <ul style="list-style-type: none"> <li>• clear student instruction</li> <li>• clear educator/teacher guide</li> <li>• Training and assessment timing is reasonable</li> <li>• mapping is up to date and complete</li> <li>• still industry relevant</li> <li>• consistent delivery and marking of the assessment</li> </ul> <p>Record meeting and actions in staff meeting and PRI</p>	Head of Department Educator/s

### 3.3 Formal Appeals Process

A formal academic appeal application must include a clear and concise description of the reason for the appeal and the outcome(s) sought (i.e., what would satisfy the applicant that the grievance had been resolved)

If the appellant is invited to the Panel hearing and does not attend, without cause or notification, the appeal will be dismissed.

Step	Action	Responsibility
1	<p>Lodge a completed <b>Academic Appeals Application Form</b> with the written application, to Student Services, within 20 working days of the conclusion of the informal appeal or the publication of the assessment outcome on the Student Management System.</p> <p><i>Note: At the College Director's discretion, appeals submitted outside of these timeframes may also be considered.</i></p>	Student
2	<p>Confirm receipt of lodgement of a formal appeal within two business days of the appeal being received, and forward the formal appeal to the college director.</p>	Student Services Manager
3	<p>Where the student is under 18 years of age, or where reasonable adjustment has been applied to the assessment or grade subject to appeal, advise parents/guardians/advocate that an appeal is lodged and invite them to participate in the appeal process.</p>	College Director
4	<p>Appoint independent and impartial reviewer appeal panel chair.</p>	College Director
5	<p>Convene Academic Appeals Panel (gender balanced), including:</p> <ul style="list-style-type: none"> <li>qualified educators or SMEs not associated with the appeal</li> <li>the Senior Education Leader or appropriate delegate.</li> </ul> <p>Invite Education Services personnel (non-voting) to record the deliberations and outcomes of the panel.</p> <p>Invite the case manager to provide input to the panel considerations.</p> <p><i>Note: No members of the Academic Appeals Panel can be involved in the original informal processes to resolve the grievance.</i></p>	Panel Chair
6	<p>Ensure all relevant records, detailing the sequence of events to date and any subsequent investigation, are distributed to the Academic Appeals panel.</p> <p>Decide if anyone needs to present to the panel, and issue invitations where required.</p> <p><i>Note: for persons under the age of 18 years, an advocate/support person of the appellant's choice is required to attend if the Panel asks the appellant to attend a hearing. This will normally be the parent or guardian. The advocate/support person will not be a CIT staff member and will not be a person attending in a legal capacity.</i></p> <p><i>For persons over the age of 18 years, an advocate/support person of the appellant's choice, who is not a CIT staff member and who is not attending in a legal capacity, may be present at the hearing.</i></p>	Panel Chair

Step	Action	Responsibility
	<i>The advocate/support person will not be a CIT staff member and will not be a person attending in a legal capacity, regardless of the person's age.</i>	
7	<p>Panel meets and makes decision within 10 working days of receipt of submission of appeal.</p> <p><i>Note: Academic appeals are to be finalised within 10 business days from the date of lodgement of the <a href="#">Academic Appeals Application Form</a>. The timeframes can be varied with agreement of all parties. Where the college director considers more than 10 working days is required to process the appeal, the student is informed in writing, including reasons why more than 10 working days is required, and is regularly updated on progress of the matter.</i></p> <p><i>Note: The panel will endeavour, wherever possible, to reach a decision at the conclusion of the panel meeting. If no decision is made at the conclusion of the meeting, it must be made within five working days after the meeting. A hearing may occur in that time frame.</i></p>	Panel Chair
8	When the panel chair is not the college director, advise the college director in writing of the panel decision.	Panel Chair
9	<p>Communicate the Academic Appeals panel decision to the Head of Department and student, no later than two days after the decision is made.</p> <p>Inform the student of the outcome, via CRM, including the reason for the decision, and how to have the decision reviewed if the appeal did not rule in the student's favour.</p>	College Director
10	<p>If an appeal outcome is in the student's favour, action the recommendations of the Academic Appeals panel.</p> <p>Ensure the decision is reflected in any records kept by the teaching team and the/or SMS.</p> <p>Note: This may be:</p> <ul style="list-style-type: none"> <li>• adjustment to a current assessment outcome</li> <li>• adjustment to a final result</li> <li>• providing the student with an opportunity for reassessment of an assessment task/s.</li> </ul>	Head of Department
11	Attach all documents relating to the appeal, and the decision of the Academic Appeals Panel, to the student file in TRIM.	Head of Department

### 3.4 Independent External Referral

Step	Action	Responsibility
1	Contact the College Director if the matter is not resolved.	Appellant Student
2	Advise the appellant student of their options to seek an independent external review, and advise the student that costs associated with the student using the services of an external reviewer will not be borne by CIT.  <b>Refer: <i>Student and Community Members Complaint Policy</i></b>	College Director

## 4. Supporting documents

### 4.1 Related legislation/regulation

- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [Education Services for Overseas Students ACT 2000 - ELICOS Standards](#)
- [ACT Board of Senior Secondary Studies 2016](#)
- [FEE HELP/Student Loans and VET FEE-HELP](#)
- [ACT Standards Compliance Guide for Australian Apprenticeships](#)
- [ACT Standards Compliance Guide for Skilled Capital](#)

### 4.2 Related policy and procedures

- [Academic Appeals Policy](#)
- [Assessment Policy](#)
- [Credit Transfer Policy](#)
- [Recognition of Prior Learning Procedure](#)
- [Student and Community Members Complaint Policy](#)

### 4.3 Related documents

- [Academic Appeal Application Form](#)

## 5. Definitions

All terminology used in this procedure is consistent with definitions in the CIT Definition of Terms. Specific terms referred to in this procedure are:

<b>Academic Panel</b>	A panel of impartial educators convened by the College Director who have not been involved in the delivery of the assessment or the informal appeal.
<b>Appeal</b>	Means an escalation step available to a student if they are dissatisfied with an assessment outcome or final unit result.

<b>Appellant</b>	Appellant a person who is appealing a decision made under this the Academic Appeals Policy or this procedure.
<b>Assessment outcome</b>	Means <i>satisfactory</i> or <i>not yet satisfactory</i> assessment judgement for a single assessment task.
<b>Assessment result</b>	Means an assessment outcome or final unit result
<b>Final unit result</b>	Means the result entered into the student management system for a unit of competency or subject.
<b>Formal Appeal</b>	<p>May be an appeal relating to assessment outcomes for individual assessment tasks.</p> <p>Means all appeals relating to final unit results.</p> <p>A formal appeal is made using the Academic Appeals Application Form. Where unresolved the appeal may escalate to the CIT complaints process.</p>
<b>Informal Appeal</b>	Means an appeal relating to assessment outcomes for individual assessment tasks.