



## Assessment Appeals Policy

Purpose	Sets out the Institute's procedure of how to appeal against assessment decisions.
Location	The policy is maintained on owncloud (original: Pydio)- <a href="http://cloud.ee.edu.au/owncloud">http://cloud.ee.edu.au/owncloud</a>
Responsible executive	Academic Dean
Responsible office	Academic Office
Contact officer	TBA
Effective date	30 November 2016
Review date	30 November 2018
Modification history	Jun 2013 (V1), Nov 2016 (V2)
Related documents	Student Assessment Policy
Authority	Approved by Academic Board

### 1 Purpose

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

### 2 Scope

Relevant to all students at Elite 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 an assessment of an assignment and/or an examination result, the student must approach the Course Coordinator in the first instance to discuss and/or request review of that assessment. (If the Course Coordinator is to be challenged, the appeal can be lodged with the Academic Dean). It is the normal expectation that such a review would resolve most appeals against assessment in a particular unit. The student must complete the appropriate assessment grade appeal form (available on the Institute's website).

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

4.3 Once the Course Coordinator receives a completed Assessment Appeal Form, he/ she will organize a meeting with the unit coordinator, lecturers, and tutors to reassess the student's work. If after reassessment, the evidence supports the student's appeal, an amendment of student's academic result will be made. If the reassessment determines that the original assessment is appropriate, no amendment will be made. No matter what the outcome is, the student will receive a statement from the Director of Business Programs about the outcome of the appeal.

4.3 If the student remains dissatisfied with the decision made by the Course Coordinator, the student may appeal in writing to the Academic Dean. If the student remains dissatisfied with the decision made by



the Academic Dean, 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, form the Appeal Panel. The Independent Arbiter will report the decision of the Appeal Panel 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 was 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 (e.g., 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 Student Service Office within 10 working days of the dates of notification of assessment. The application 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 Student Service Office within 10 working days of the date of its lodgement. The decision of the Appeal Panel will be final.