



WATERFORD COLLEGE

Student Appeals Policy and Procedures Manual

© All rights reserved – Waterford College Pty Ltd.

Apart from fair dealing under the Copyright Act, no part of this publication may be amended, reproduced, sold, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior permission of Waterford College Pty Ltd.

Table of Contents

Aim	3
Requirements	3
Responsibility	3
Definitions.....	3
Principles	3
Objectives.....	4
Method	4
Internal Process	4
External Formal Appeal Information.....	6
Student Appeals Process Flowchart	7

STUDENT APPEALS POLICY

Aim

The aim of this policy and procedure is to define the system used to meet the requirements of:

- SNR 15.1, 16.2, 16.5, 16.7

The Appeals Policy is to ensure that guidelines are established for clients and students who appeal against complaints or assessment decisions, and to develop a fair and equitable process for appeals.

Requirements

Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by the Institute.

All training and assessment related appeals will be managed by the Training Manager, unless the appeal is against a decision of the Training Manager. In that case, the appeal shall be managed by the Chief Executive Officer. All other appeals will be managed by the Student Services and Records Manager.

Students are given information about the appeals process prior to and during their orientation programme.

Responsibility

The Student Services and Records Manager are responsible for implementation of this policy and ensuring that staff and students are made aware of its procedures.

Definitions

An **Appeal** is a request by a student to reconsider a decision made by the Institute.

The **Formal Appeal Process** is the process which takes place if a complaint cannot be resolved informally (for example, through affected parties discussing the matter).

Principles

The principles behind the Waterford College's appeals process are:

- The Waterford College encourages feedback that is both positive and/or negative
- Every student or client has the right to lodge a concern where they consider there is an issue regarding an assessment result

STUDENT APPEALS POLICY

- That the process of lodging and dealing with an appeal is fair and equitable for all parties concerned
- The assessment of students in a course will be made with professionalism; however, students have the right to request an independent review of their assessments.

Objectives

With these principles in mind, the objectives of this policy are to:

- *Develop a procedure for lodging an appeal against a decision made by the Waterford College in a complaints dispute.*
- *Develop a procedure for lodging an appeal against an assessment result.*
- *Assist clients and students with access to an appeal procedure and ensuring that appeal system is accessible and not unduly complex.*
- *Allow students access to an independent assessment review by an outside body with appropriate qualifications, should the need arise.*

The Appeals Policy will be implemented through the Quality System and be audited as a Procedure – Appeals/Complaints.

Method

Internal Process

Students have twenty (20) working days from the date they receive notification of the outcome of a formal complaint or assessment decision to lodge their appeal.

Students wishing to lodge an appeal in respect to being notified that the Institute intends to suspend or cancel the enrolment of the student, must do so within twenty (20) working days of receiving notification.

The Institute will attempt to resolve the appeal internally and, if this cannot be achieved, the formal appeals process will commence.

A student's enrolment must be maintained whilst an internal appeal is in progress and the outcome has not been determined.

The appeals process, both internal and formal, is initiated by a student completing the student Appeals Form. The Appeals Form is available at the administration office.

All internal and formal appeals are recorded in the Complaints and Appeals Register.

The student may appeal on the following grounds:

- The Institute has failed to record or calculate a student's marks satisfactorily.

STUDENT APPEALS POLICY

- Compassionate or compelling circumstances.
- Extenuating circumstances relating to the welfare of a student apply.
- The Institute has not implemented its intervention strategy in accordance with its documented policies and procedures.
- The Institute has not made relevant policies available to the student.

Where the student's appeal is successful, the Institute will uphold the decision.

Students appealing an assessment, including RPL outcome, will be given the opportunity for reassessment by a different assessor selected by the Institute. Costs of reassessment will be met by the Institute except for:

- Students will not be charged additional fees if:
 - The reassessment has occurred in a timely manner.
 - The student is being reassessed during the same study period for a particular unit of competency.
 - The reassessment is being conducted as a result of an appeal.
 - If the student has not been able to attend the unit for genuine reasons and is ready to attend the unit according to the reassessment timetable and prior to term break.
- Students will be charged \$100 per assessment if:
 - The student is being reassessed during term break.
 - The student agrees to be reassessed but fails to attend.
 - The student has failed in their obligation to complete assessments in a timely manner.

The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment. If the student is not satisfied with the result of the reassessment, the student may make a request of the Institute pursuant to clauses 1 – 2 of the Formal Appeal Process. The reassessment shall be regarded as the completion of the internal appeals process.

The resolution phase must commence within ten (10) working days of the appeal and supporting documentation being lodged in writing and all reasonable measures will be taken to finalise the process as soon as practicable.

For all internal appeals:

- The student will have an opportunity to present his or her case in person, or, if the student elects, in writing.
- A student may be accompanied and assisted by a support person at any relevant meetings.
- The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and the Institute and placed in the student file.

STUDENT APPEALS POLICY

- The student will be provided with a copy of the signed written document.
- If the student appeal is successful the Institute must implement the decision as conveyed to the student.

External Formal Appeal Information

1. If the student is not satisfied with the outcome of the internal process, the student may request the Institute to assist the student to lodge a formal appeal to an external mediator. The external independent mediator is the Australian Council of Private Education and Training (03 94161355). The Institute will ensure that there is either no cost or only a minimal cost, to the student, if the student elects to appeal to the external mediator.

2. The Institute will ensure, if requested by the student, that the formal appeal is lodged within three (3) working days after the request from the student.

3. If the appeal remains unresolved, there are no further avenues within the Institute for appeals after an internal appeal phase has been completed.

4. All internal and formal appeals are recorded in the Complaints and Appeals Register.

STUDENT APPEALS POLICY

Student Appeals Process Flowchart

