Policy and Procedure

Name: Assessment Appeals Policy and Procedure

Approved by: CEO

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SECTION 1 – INTRODUCTION

CONTEXT
IVY INSTITUTE strives to provide excellent service to its students, and seeks to prevent the occurrence of appeals by ensuring that students are fully prepared for assessment by way of monitoring participation, and that the assessment item in question has been authenticated as the work of the student, by asking the student to acknowledge the work is his/her own work or by activities being undertaken under supervision. It appreciates, however, that there still may be occasions when a student experiences dissatisfaction, discontent or resentment about an assessment process or outcome. This Assessment Appeals Policy is to address any such concerns.

PURPOSE
To outline the policy and procedure for assessment appeals.

SCOPE
This policy and procedure applies to all students.
SECTION 2 – POLICY

PRINCIPLES
The Assessment Appeals Policy and Procedure is committed to and guided by the principles of equity, fairness and timeliness.

Any Assessment Appeal will be treated seriously, sensitively, and impartially. The student should be confident that there will be no negative consequences, and that the procedures followed will be seen as fair by everyone involved.

The assessment outcome granted by an assessment review will be officially recognised as the final result for that unit.

Confidentiality will be strictly observed by all participants and at all stages of the Assessment Appeals process.

POLICY
1. IVY INSTITUTE will ensure fair and equitable management of assessment appeals by providing a transparent, timely and consistent process for resolving assessment appeals.

2. All students will be able to view this policy prior to enrolment and will be advised to read it at the commencement of a course with IVY INSTITUTE.
SECTION 3 – PROCEDURE

If a student disagrees with an assessment outcome or process, he/she may commence the Assessment Appeals process by application through the Grievance Counsellor.

i. How to lodge an Assessment Appeal

A student has the right to appeal against a decision made in regards to their final assessment result if:

- The student has been assessed as Not Yet Competent in an assessment against specific competency standards.
- The student feels they have sufficient grounds and evidence entitling them to be assessed as competent or granted RPL (if applicable).
- The student is able to adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of units you are appealing against.

Each release of assessment outcomes will feature a Date of Publication. This date will be used as the one from which the official Appeal Time is calculated.

Assessment Appeals must be made within 10 working days of the Date of Publication of the relevant assessment outcome.

To commence that process, the student needs to complete an Application for Assessment Appeal Form, also available from the Grievance Counsellor. Once completed, the form is to be provided to the Grievance Counsellor, who will privately discuss the facts presented with the student.

ii. Paper and/or Computer-based Assessments

If the Grievance Counsellor decides that a review is justified, the review process will start within 10 working days of the receipt of the application.

The Product and Delivery Manager will be advised that the relevant paper-based or computer-based assessment is to be submitted for re-marking, and:

- care is to be taken to ensure that this marking is undertaken by a qualified person other than the original assessor;
- this re-mark is to be done in the absence of the student; and
- the second assessor is not to sight the original marking notations or marking sheet used by the first assessor.

On completion of the re-mark, the assessor will submit the outcome to the Product and Delivery Manager who will retrieve the first marking sheet and undertake a comparison of the outcomes. He/she will compile a brief written report, addressed to the student, which will identify any changes made as a result of the re-mark.

The Product and Delivery Manager will discuss this report with the student, including the reasons for the finding.
This report will be provided to the Grievance Counsellor, who will follow-up to ensure that the student is satisfied with the outcome of the Assessment Appeal. If the student is not satisfied, the Grievance Counsellor will provide information on the Internal Case Review option.

iii. Practical Assessments
If the Grievance Counsellor decides that a review of a practical assessment is justified, the review process will start within 10 working days of the receipt of the application. The Product and Delivery Manager will be advised that the relevant assessment task is to be re-performed, and:
- care is to be taken to ensure that the re-mark is undertaken by a qualified person other than the original assessor; and
- the second assessor is not to sight the original marking notations or marking sheet used by the first assessor.

Where it is not possible for the practical activity to be fully re-constructed for one student, the student will be required to provide detailed information in regard to the steps within the practical activity such as to satisfy the second assessor that competency has been attained.

On completion of the re-performance, the assessor will submit the outcome to the Product and Delivery Manager who will retrieve the first marking sheet and compare the outcomes. He/she will compile a brief written report, addressed to the student, which will identify any changes made as an outcome of the re-performance.

The Product and Delivery Manager will discuss this report with the student, including the reasons for the finding. This report will be provided to the Grievance Counsellor, who will follow-up to ensure that the student is satisfied with the outcome of the Assessment Appeal. If the student is not satisfied, the Grievance Counsellor will provide information on the Internal Case Review option.

iv. Internal Appeals Process / Case Reviews
In the event that the student is dissatisfied with the outcome of the Assessment Appeal or the way in which it was conducted, he/she has 20 days from the date on the written notification by IVY INSTITUTE in which to lodge an Internal Appeal to have the case reviewed.

All subsequent steps will be in accordance with the Complaints, Grievance and Appeals Process.

v. Time Limits
IVY INSTITUTE is unlikely to consider an Assessment Appeal which is lodged after the expiry of the 20 working days of the Assessment Appeals period.

vi. Assessment Appeals Records
The student’s files will be updated to record the outcome and any subsequent actions. A copy of all related documentation, including a statement of findings demonstrating the reasons behind the decisions made at each stage of the appeal(s), will be retained on the student’s file.

A copy of the statement of findings will be provided to the student.
SECTION 4 – REFERENCE AND SUPPORTING INFORMATION

SUPPORTING DOCUMENTATION

<table>
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<tr>
<th>Links to supporting documentation</th>
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<tbody>
<tr>
<td>Assessment appeal form</td>
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<td>Form_Assessment_Appeal_V1.0</td>
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CHANGE HISTORY

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<th>Approved by</th>
<th>Change</th>
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<td>1.0</td>
<td>1/9/12</td>
<td>CEO</td>
<td>New policy</td>
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- Printing this document may make it obsolete
- For the latest version of this policy always check the Master Document Directory
- When reviewing this policy always review the Policy & Procedure Issues Log
- Version [#.##] (use for draft versions only – delete for final version sent to approving manager)