

Policy and Procedure

Name:	Assessment Appeals Policy and Procedure
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Approved by:	Director of Learning
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Implementation Owner	Learning
Maintenance Owner	Head of Compliance
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SECTION 1 – INTRODUCTION

CONTEXT

Accredited Courses Australia Pty Ltd, ABN 79 003 558 423 (RTO Code 90535) trading as Ivy College 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 COLLEGE 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 COLLEGE.

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 Director of Learning.

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 21 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 Director of Learning.

Once completed, the form is to be provided to the Director of Learning, who will privately discuss the facts presented with the student.

ii. Paper and/or Computer-based Assessments

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

The Director of Learning will ensure 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 Director of Learning 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 Director of Learning will discuss this report with the student, including the reasons for the finding.

The Director of Learning will follow-up to ensure that the student is satisfied with the outcome of the Assessment Appeal. If the student is not satisfied, the Director of Learning will provide information on the Internal Case Review option.

iii. Practical Assessments

If the Director of Learning 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 Director of Learning will ensure 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 Director of Learning 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 Director of Learning will discuss this report with the student, including the reasons for the finding. If the student is not satisfied, the Director of Learning 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 21 days from the date on the written notification by IVY COLLEGE 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 COLLEGE is unlikely to consider an Assessment Appeal which is lodged after the expiry of the 21 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

Document name	Document type	Location
Assessment appeal form	Form	External website

CHANGE HISTORY

Version	Approval date	Approved by	Change
1.0	1/9/12	CEO	New policy
1.1	05/05/2015	Compliance Manager	Change to position title
1.2	02/12/2015	Compliance Manager	Change to position title
1.3	26/09/2016	Compliance Manager	Change of Director, Student Success to Head of Education as main point of contact.
1.4	24/08/2017	Head of Compliance	Update to reflect Director of Learning as main point of contact.
2	10/09/2018	Head of Compliance	Updated to reflect changes to corporate structure.