



Assessment Appeal Procedure

Policy supported	Assessment Appeal Policy
Policy Code	ACA-HE-19
Owner	Principal
Responsible Officer	Academic Dean
Approving authority	Principal
Contact Officer	Head of Academic Support and Student Services
Approval date	18 November 2019
Commencement date	19 November 2019
Review date	3 years
Version	2019.1
Related Documents	Student Complaint and Appeal Policy Student Complaint and Appeal Procedure Assessment Request for Review Form

1. Purpose

This Procedure supports the **Assessment Appeal Policy** and the **Complaint and Appeal Policy** and **Complaint and Appeal Procedure** which provides a framework for appeals against academic assessment at the Australian Institute of Higher Education Pty Ltd ('the Institute') and ensures they are transparent, consistent, and equitable.

2. Scope

This Procedure applies to all students and academic staff at the Institute, and all Institute courses.

3. Definitions

See the **AIH Glossary of Terms** for definitions.

4. Actions and Responsibilities

4.1 Processes of Appeal

4.1.1 Informal Review

Before a formal review is requested, students need to view their marked assessment item, including marks, and comments provided by the lecturer this relates to all assessments.

- All students receive their marked assessments within two weeks of the submission date with feedback in accordance with the **Student Assessment Policy**. Except for final examinations where the mark is not known until the trimester Grade Release.

- Where a student is dissatisfied with the assessment of an assignment and/or an examination result, the student must approach the relevant lecturer in the first instance to discuss the assessment. The consultation needs to occur within five (5) working days of notification of the assessment result. It is the expectation that such review would normally resolve most complaints against assessment.
- In the case of final examinations, students can view their marked examination papers (paper based and computer answer sheets) under supervision. Students may not copy the examination paper, take photos, or remove it from the premises.

3.1.1 Formal Review

If the student remains dissatisfied with the decision made after consultation with the lecturer, the student may request a formal review by completing the **Assessment Request for Review Form**.

- Formal reviews against assessments must be lodged with Student Services within five (5) working days of receipt of the assignment or examination result. Formal reviews lodged after five (5) working days will generally not be considered.
- The **Assessment Request for Review Form** must clearly describe the grounds for formal review as per the **Assessment Appeal Policy** Section 6.2.1. There is no cost involved in lodging a formal review. A formal review may only be requested once per assessment.
- Students will submit the **Assessment Request for Review Form** to student services. In the case that a student has submitted an appeal form directly to another department or staff member, they will be directed to re-submit to student services for processing.
- Student services processes the **Assessment Request for Review Form**, check that all evidence is included, record on the student's file, and submit to Academic Support Services via registrar@aih.nsw.edu.au.
- The Academic Support Services Officer, will process the appeal **Assessment Request for Review Form**, notify the student that the complaint has been received, record in the register, collate the evidence.
- If the application meets the grounds for review, the Academic Support Services Officer will refer the case to the Academic Dean (or delegate) for investigation.
- If the grounds for review do not meet the requirements of the **Assessment Appeal Policy** and this procedure, the Academic Support Services Officer will notify the student their review request has been rejected within five (5) working days of the date the form was lodged.
- The Academic Dean (or delegate) will arrange for a second marker to review the assessment within ten (10) working days of the date of lodgement of the **Assessment Request for Review Form**.
- If the independent marker determines that the original marking did not accurately reflect the result of the assessment item, the result will be amended immediately upon the decision being made. The amended mark (higher or lower) will be recorded as the final result for that assessment item.

- The Academic Dean (or delegate) will prepare outcome and inform the Academic Support Services Officer of the required changes. The Academic Support Services Officer will record the resolution on the student's file, notify the student via email, and record the outcome in the register. Students will be notified of their outcome within ten (10) working days of lodging the form.
 - In the case of assessment reviews other than final examinations: The Academic Support Services Officer will notify the Lecturer and Program Manager of the outcome and instruct them to update the marks if required.
 - In the case of final examination review: The Academic Support Services Officer will inform the Head of Academic Support and Student Services of the outcome and instruct them to update the marks if required.

3.1.2 Complaint

If still dissatisfied with the outcome, a student may complain against a decision made under this Policy. Complaints must be made as prescribed in the appeals process outlined in the ***Student Complaint and Appeal Policy*** and associated Procedure.

5. Version Control

This Procedure has been endorsed by the Australia Institute of Higher Education Principal as at July 2019 and is reviewed every 3 years. The Procedure is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2017-1	Ms. McCoy	New document	22 February 2017	6 March 2017
2019.1	Principal	Updated the title of the policy owner, responsible officer and approving authority, and Registrar to Head of Academic Support and Student Services. Updated process in Section 4.	18 November 2019	19 November 2019