

POLICY AND PROCEDURE FOR ASSESSMENT APPEALS

PURPOSE

Central Coast Community College (the College) is committed to providing quality training and assessment services and will take all necessary steps to resolve, fairly and expeditiously, any appeal it receives about an assessment outcome.

APPLICATION OF THE POLICY

This policy applies to all the College programs and services, and those of the College's related entities and to all students.

DEFINITIONS

Assessment appeal is a challenge made by a student to overturn the result of an assessment for which they are dissatisfied. The appeal consists of: in the first instance, an informal approach to the unit lecturer; and, if necessary, a formal written appeal lodged by the student.

Grounds for appeal refers to the circumstances that are reasonable for an appeal to be made.

Appeal outcome is a resolution decided upon after a review of an appeal.

Appellant is the student lodging an appeal.

POLICY STATEMENT

The College maintains a supportive and fair training and assessment environment. This practice supports students to voice their concerns and grievances. This support extends to appeals on assessment and recognition decisions.

The College appeals policy:

- a) ensures the principles of natural justice and procedural fairness are adopted at every stage of the process;
- b) are made publicly available;
- c) set out the procedure for requesting an appeal;
- d) ensure requests for an appeal are acknowledged in writing and finalised as soon as practicable and
- e) provide for review by an appropriate party independent of the College and the appellant, at the request of the individual making the appeal, if the processes fail to be resolved.

Appeal Principles

- All students have a right to appeal an assessment decision. Appellants must lodge appeals based upon the specified grounds for appeal and follow processes outlined in this policy.
- The College will not accept petitions or group complaints. All complaints must be made individually.

- All appeals are treated seriously and resolved fairly, according to consistent guidelines.
- Confidentiality is maintained by all staff members involved in the appeal process. Students are not disadvantaged by making an assessment appeal.

Grounds for Appeal

The grounds for appeal will be based on one or more of 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 an assessor or against the student may have affected the result or mark awarded to the student.
- f) Alleged wrongful advice from College staff. Examples include: advice relating to the content of the assessment or approval of an extension for an assignment.
- g) Inappropriate or incorrect application of marking criteria.

PROCEDURES

Students are entitled to two (2) attempts at assessment. In most cases, the matter may be resolved by the Assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.

The College will consider all appeals against assessment decisions as documented below:

1. Students are encouraged in the first instance to talk to the assessor who made the assessment decision within one (1) week of receiving the result.
2. If the outcome is not resolved, then the assessment will be remarked by another, fully qualified and experienced, Assessor. This will be completed with 14 days of receiving the appeal.
3. If the appellant is still not satisfied with the assessment outcome, the appeal must be put in writing within seven (7) days using the Assessment Appeals Form which is available from the student portal. Supporting evidence must be provided.
4. Appeals will be documented on the Complaints and Appeals Register and reviewed as part of the College's commitment to continuous improvement. Formal appeals documentation will be held securely in the Human Resource Manager's Office.
5. On receipt of the Assessment Appeals Form a meeting with the RTO Manager is arranged. This meeting can be face to face or by phone. Students can elect to have a representative present. A record of the meeting is kept including the reasons for appeal and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed time-frame. Both parties are to sign this record of the meeting.
6. If the matter is still unresolved, a mutually agreed, independent mediation body will be assigned to examine the matter. The written decision of this body will be final and will be made within 60 days of the appeal first being submitted. If the 60 day target cannot be met the appellant will be informed in

writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

Complaints and Appeals: Alternative Contacts

If in the instance of an Appeal or Complaint not being resolved by the above processes, the Student will also be informed that there other avenues of complaint. These include:

- NSW Fair Trading for complaints regarding non-training issues such as disputes over refunds or charges.
- The Australian Skills Quality Authority (ASQA) is the national regulator with regard to training and assessment delivery. They handle complaints that relate directly to RTO's providing training and assessment processes that do not meet the Standards for Registered Training Organisations 2015.
- Complaints relating to Smart and Skilled programs should be directed to:
Training Services NSW
Phone: 1300 772 104
Email: enquiries@smartandskilled.nsw.gov.au
Online: enquiry/complaints form
- WorkCover is the point of contact for any Work Health and Safety issue, they can be emailed on: contact@workcover.nsw.gov.au

VARIATIONS

The College reserves the right to vary, replace or terminate this policy from time to time.

RELATED DOCUMENTS:

Policy and Procedure for Assessment and Evidence Collection

Policy and Procedure for Privacy and Confidentiality

Policy and Procedure for Complaints Handling

Policy and Procedure for Continuous Improvement