

Assessment Appeals Procedure

1.0 Purpose

This procedure describes the circumstances in which a student may appeal an assessment result and the responsibilities and tasks of students and staff when undertaking an appeal against an assessment result.

2.0 Scope

This procedure applies to all courses, or components of courses conducted by Bendigo Kangan Institute (BKI).

This procedure also applies to the management of the student appeals process for internal assessments, special consideration and Recognition of Prior Learning/Recognition of Current Competence (RPL/RCC).

External assessment appeals will be governed by the relevant external authority.

3.0 Policy Reference

Privacy Policy

Student Welfare and Accessibility Policy

Training and Assessment Policy

4.0 Procedural Steps

No.	Phases and steps	Name of role who actions
4.1	Provide Information about Assessment Appeals	
4.1.1	Provide student with information about the BKI Appeals Procedure at student orientation sessions and at the beginning of qualification/course delivery. NOTE: Information is also contained in the Student Handbook.	Teacher
4.1.2	Advise students that if they wish to dispute a mark or grade for an internally assessed unit/module they have two (2) options for applying for re-assessment: 1) applying for informal re-assessment: a. indicate their concerns with their teacher and Lead Educator (face-to-face or telephone call) within five (5) working days of receipt of the assessment result. 2) Applying for formal re-assessment: a. Request a formal re-assessment in writing	Teacher
4.2	Request for Informal Review Received	
4.2.1	Receive request for review of assessment from student and forward to Lead Educator for impartial review.	Teacher / Course Coordinator

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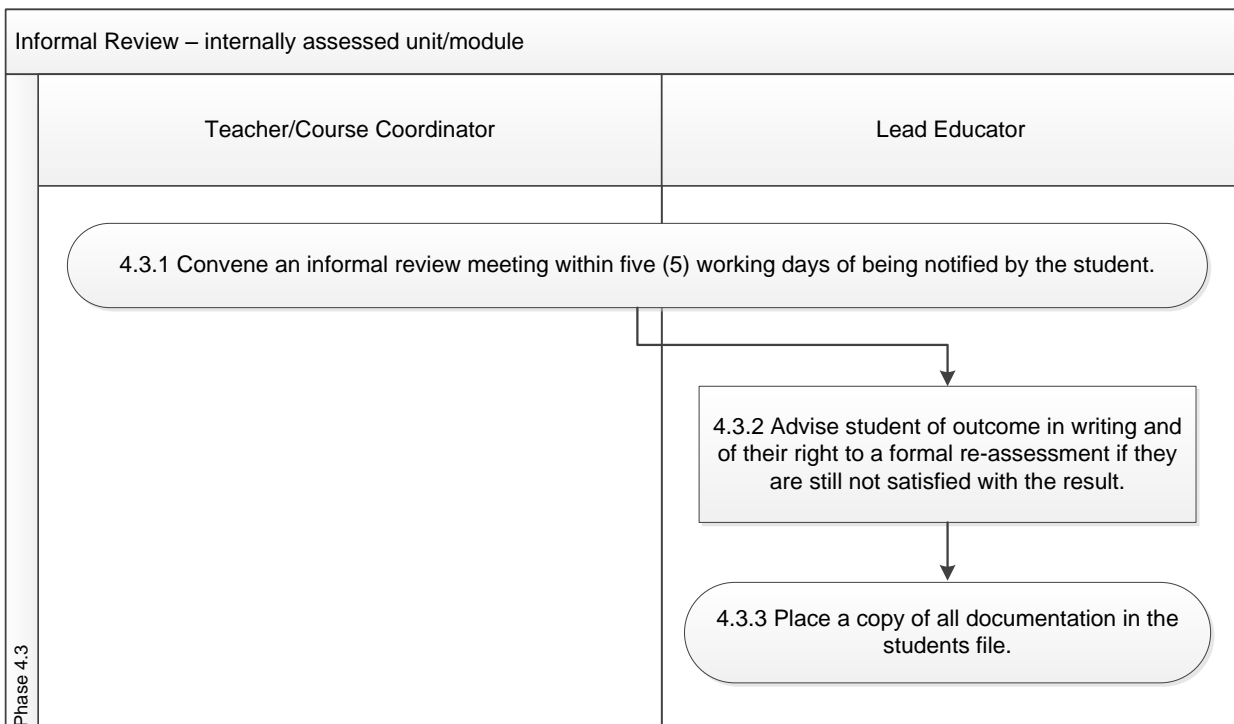
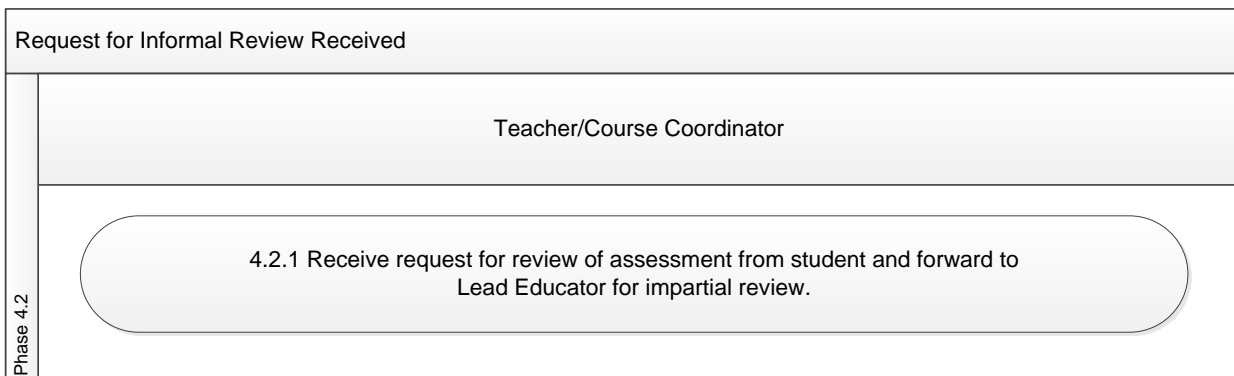
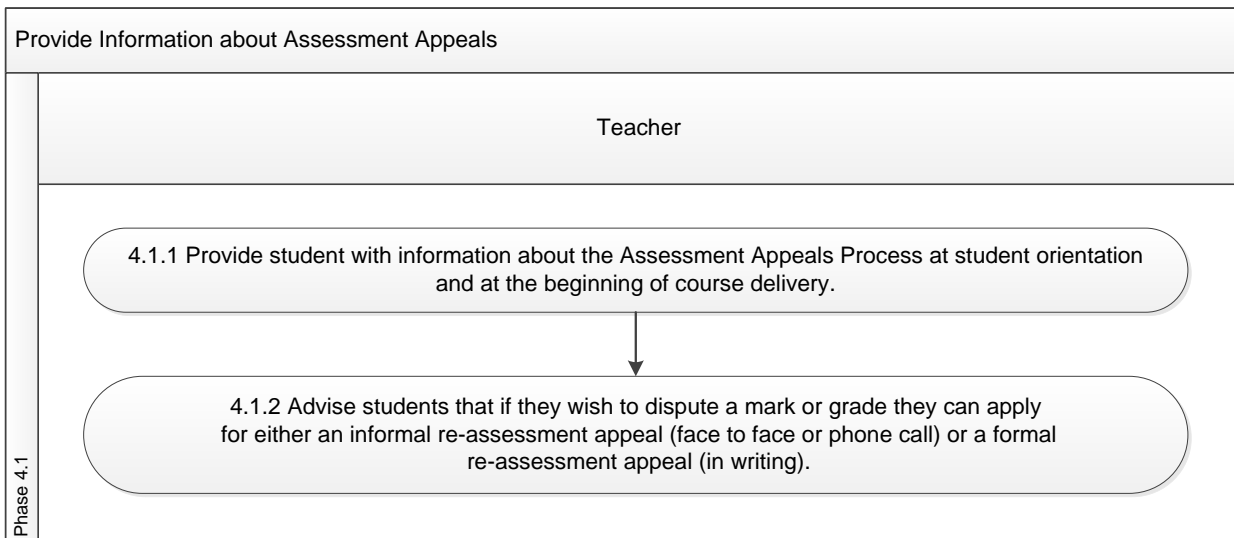
No.	Phases and steps	Name of role who actions
4.3	Informal Review – internally assessed unit/module	
4.3.1	Convene an informal review meeting with the teacher within five (5) working days of being notified by the student.	Lead Educator
4.3.2	Advise student of outcome of the informal review in writing and of their right to a formal re-assessment if they are still not satisfied with the result of the informal review.	Lead Educator
4.3.3	Place a copy of all documentation in the students file.	Lead Educator
4.4	Request Formal Review	
4.4.1	Download and complete the Application for Formal Review form found on the student portal via My Studies/Useful Links, if the matter cannot be resolved by informal review. NOTE: The student may seek help from the Institute Counselling Service to complete the document.	Student
4.4.2	Email the completed form to CustomerFeedback@bendigokangan.edu.au within five (5) working days of the notification of the outcome of the informal review.	Student
4.4.3	Review the assessment appeal email request and forward to the Executive Officer (EO) – Board of Studies.	Academic Governance and Quality
4.4.4	Investigate reasons for the request for a formal review and decide whether the student has grounds for a formal review e.g.: <ul style="list-style-type: none"> • BKI did not adequately consider the student’s circumstances or used incorrect procedures; • There was personal bias or bad faith involved in the decision; or • The student was discriminated against, as specified by the: <ul style="list-style-type: none"> ○ Equal Opportunity Act 2010; ○ Sex Discrimination Act 1984; ○ Age Discrimination Act 2004; ○ Disability Discrimination Act 1992; ○ Racial Discrimination Act 1975 	Executive Officer – Board of Studies
4.4.5	Advise student of the outcome of the investigation as to whether the formal review will proceed or has been refused.	Executive Officer – Board of Studies
4.5	Appealing against a refusal to grant formal re-assessment	
4.5.1	Appeals the refusal to grant formal re-assessment if they believe they have been discriminated against or they have been unfairly treated. Students have within five (5) working days of being notified that	Student

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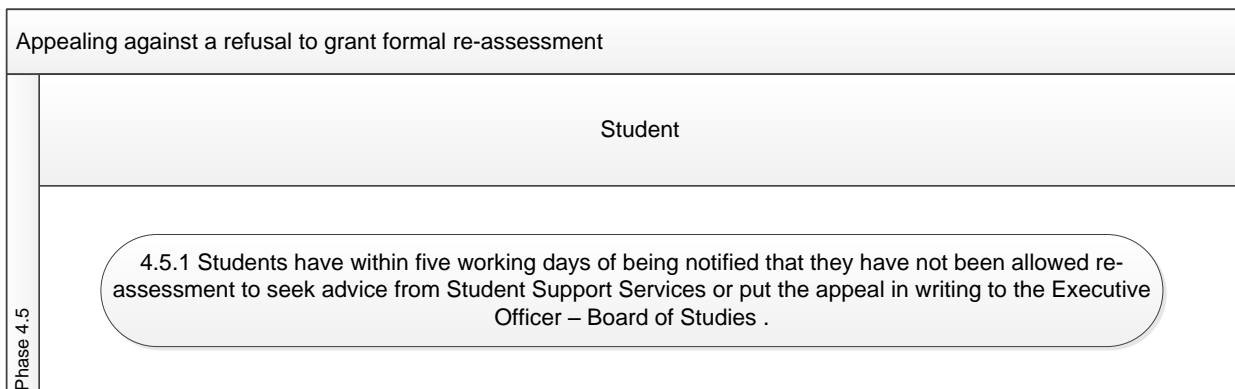
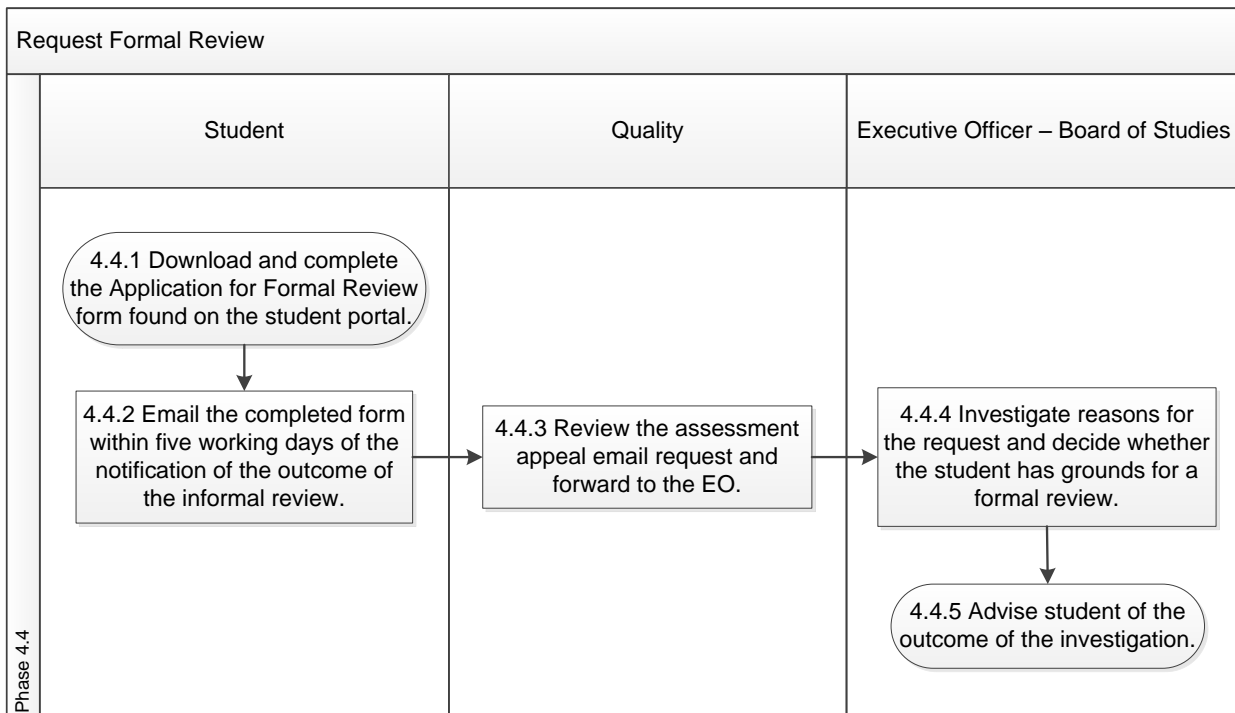
No.	Phases and steps	Name of role who actions
	they have not been allowed re-assessment to: <ul style="list-style-type: none"> • Seek advice about an appeal from the Institute’s Student Support Services; • Put the appeal in writing to the Executive Officer – Board of Studies, and include: <ul style="list-style-type: none"> ○ Student name and address; ○ Name of course; ○ Unit for which re-assessment is requested; ○ Grounds for appeal. 	
4.6	Formal Review	
4.6.1	Receives request for formal review and convenes an Assessment Appeals Committee (see 7.0 Definitions) that will meet within ten (10) working days of receipt of appeal. <ul style="list-style-type: none"> • Obtains, if necessary, further information from the student including: <ul style="list-style-type: none"> ○ Advice in person; ○ Written statements; ○ Documentary evidence; • Obtains, if necessary, further information from the assessor including: <ul style="list-style-type: none"> ○ Provision of relevant supporting evidence (e.g. Model answers / marking guide). 	Executive Officer – Board of Studies
4.6.2	Invite the student plus the option of a support person to be present at the appeal hearing. NOTE: It is not appropriate to have legal representation. This may include a family member, friend or BKI Counsellor.	Executive Officer – Board of Studies Assessment Appeals Committee
4.6.3	Reach a decision within the spirit of consensus. Should consensus not be achieved, then a decision will be made on a majority vote. Should there be no majority, the Executive Officer will have a declarative vote.	Assessment Appeals Committee Executive Officer – Board of Studies
4.6.4	Notify the student and relevant Education Manager of the appeal outcome in writing, within five (5) working days of the outcome of the Assessment Appeals Committee.	Executive Officer – Board of Studies
4.6.5	Ensure all documents relating to the appeal and outcome are filed in the students’ academic file.	Executive Officer – Board of Studies

5.0 Procedural Swimlane Flowchart

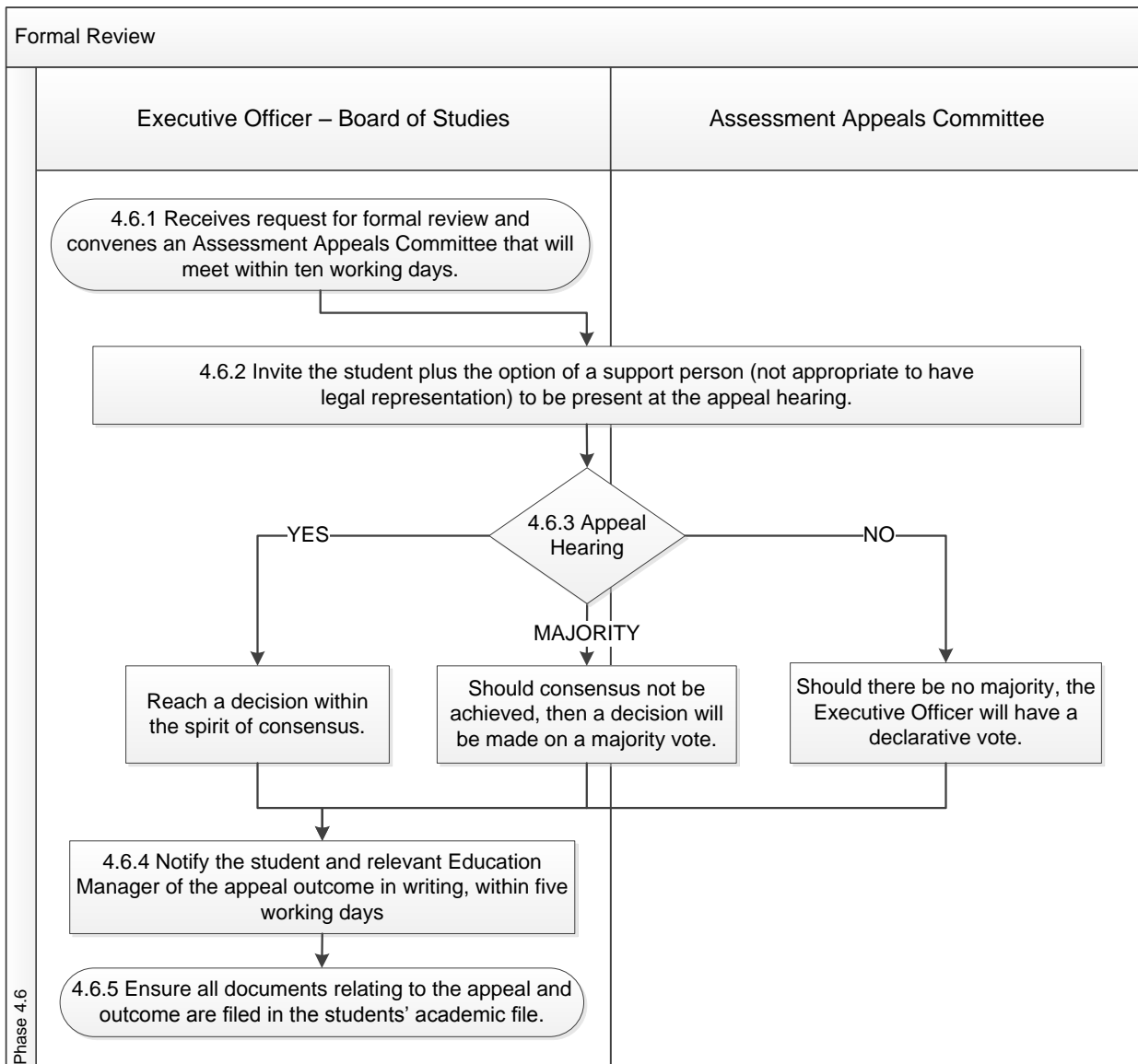
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6.0 Roles and Responsibilities

Role	Responsibilities
Teacher	Provide Information about Assessment Appeals
Teacher / Course Coordinator	Forward request to Lead Educator for impartial review
Lead Educator	Convene an informal review Advise student of outcome Place documentation on student file
Student	Request formal review Appeal against a refusal to grant formal re-assessment

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Role	Responsibilities
Executive Officer – Boards of Studies	Investigate request for formal review Advise student of outcomes Convene Assessment Appeals Committee Notifies the student and Education Manager of the Assessment Appeals outcome
Assessment Appeals Committee	Reviews and makes formal decision

7.0 Definitions

Word / Term	Definition
Assessment Appeals Committee	The Committee will comprise: <ul style="list-style-type: none"> • The Chairperson of the Board of Studies or nominee i.e. BKI Board Member; • A teaching staff member nominated by the Board of Studies, from a group other than in which the appellant is enrolled; • A qualified teacher/trainer/assessor of the competency/module(s) being appealed; • A represented of the Institute Student Association; • The relevant group Education Manager; The Executive Officer, Board of Studies will act as Executive Officer for the Assessment Appeals Committee
Board of Studies (BOS)	Institute wide committee responsible to the BKI Board for co-ordinating the core educational processes of the Institute.
Executive Officer, Board of Studies	The Manager, Academic Governance and Quality is the Executive Officer for the Board of Studies.
External Assessment	Means that the method of assessment shall be determined by an authority outside BKI.
Grievance	Is a serious problem or concern of an academic or non-academic nature raised by an enrolled student or prospective student, which is believed by that student, to disadvantage them in the course of their study at BKI.
Internal Assessment	Means that the method of assessment shall be determined by assessors appointed by BKI.

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RPL / RCC	Recognition of Prior Learning / Recognition of Current Competence. Recognition of Prior Learning (or RCC – Recognition of Current Competency) is the formal acknowledgement of competencies attained by an individual through formal study, life and work experience. The individual is assessed against a predetermined set of benchmarks (learning outcomes or competency standards).
Special Consideration	Refers to the process where a student claims academic disadvantage on the grounds of hardship.
Student	Means a BKI student or prospective student. It can also mean groups of students or prospective students.
Support Person	May be a friend, family member or student representative, but shall not include a legal practitioner. BKI staff cannot act as a support person for students.
BT	Bendigo Tafe
KI	Kangan Institute

8.0 Related Documents and Records Management

Documents used in this procedure		
Title	Doc. ID.	Location
Application for Formal Review		

9.0 Version Control and Change History

Ver.	Approved By	Approval Date	Issue Date	Summary of changes	Next Review Date
1.0	Board of Studies	22/08/2017	23/08/2017		22/08/2018