

Academic Appeals Procedure

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Table of contents

1.	Introduction.....	1
1.1	Purpose.....	1
1.2	Scope and context.....	1
1.3	Governing policy.....	1
2.	Procedure requirements.....	1
2.1	Responsibilities.....	1
2.2	Grounds for appeal.....	1
2.3	Appeals process – stage one.....	2
2.4	Appeals process – stage two.....	2
2.5	Records management.....	2
2.6	Continuous improvement.....	3
3.	Definitions.....	3
4.	Documents related to this procedure.....	3
5.	Document controls.....	3
5.1	Document revision history.....	3
5.2	Document review and approval.....	4
5.3	Keyword indexing.....	4

Affirmation

This governance document is consistent with [Mater's Mission, Vision and Values](#).
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1. Introduction

1.1 Purpose

This procedure aims to provide the process for management of student/trainee academic appeals.

1.2 Scope and context

This procedure applies to all Mater Education students/trainees, Educators, Clinical Facilitators and team members responsible for making academic decisions (an assessment outcome), when a student is deemed not competent in a Unit of Competency.

Procedural fairness (sometimes referred to as natural justice) is adopted at every stage of the appeal process which is to ensure that decisions are fair and correct.

This procedure does not apply to appeals resulting from decisions made regarding non-academic matters.

This procedure does not apply to extension requests or second attempts for assignments or exams.

1.3 Governing policy

Document ID	Document title
PR-MEL-040014	MEL Assessment System

2. Procedure requirements

The following procedures are to be followed.

2.1 Responsibilities

The Program Coordinator is responsible for resolution of stage one of the Academic Appeals Process, the General Manager Education and Training is responsible for resolution of stage two of the Appeals Process. The General Manager Education and Training may delegate responsibility for the resolution of the appeal as appropriate.

2.2 Grounds for appeal

Valid grounds for an appeal against an assessment decision (where the student/trainee feels the assessment decision is incorrect) could include the following:

- the judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- only after a second attempt at the assessment has been undertaken and the result is the same;
- the judgement was not made in accordance with the assessment plan;

- d. alleged wrong information from the assessor regarding the assessment timing and/or process;
- e. alleged inappropriate assessment process for the particular assessment;
- f. faulty or inappropriate equipment; and/or
- g. inappropriate conditions.

2.3 Appeals process – stage one

All appeals shall follow the below process:

- a. Appeals are to be made in writing to mel@mater.org.au as soon as practicable i.e. capable of being done but within three (3) working days after notification of the assessment decision.
- b. Further detail may be provided by the appellant verbally.
- c. The appeal is delegated to the Program Coordinator to resolve.
- d. Appeals are to be resolved within seven (7) calendar days of the initial application.
- e. The appellant will be advised in writing of the outcome of their appeal, within three (3) working days of the resolution.

2.4 Appeals process – stage two

Following the outcome of stage one, should the appellant not agree with the outcome, the appellant can seek a review of the decision by writing to the General Manager Education and Training as soon as practicable, i.e. within three (3) working days of notification of the appeal decision.

The General Manager Education and Training or their delegate will conduct all necessary consultations with the parties and other relevant persons and make a determination of the appeal. The appellant will be advised in writing of the outcome of their appeal, including the reasons for the decision within seven (7) working days of receipt of the appeal.

The decision of the General Manager Education and Training is final.

2.5 Records management

Records of all appeals and their outcomes are maintained securely.

Records of appeals will include:

- a. How the appeal was dealt with;
- b. The outcome of the appeal;
- c. The timeframes for resolution of the appeal;
- d. The potential causes of the appeal; and
- e. The steps taken to resolve the appeal.

All documentation from appeals processes are maintained in accordance with MEL's Records Management Policy.

2.6 Continuous improvement

Areas of improvement identified as part of the appeals process are to be actioned in line with MEL's Quality Management System.

3. Definitions

Term	Definition
Academic decision	is a decision that affects your academic assessment or progress within your course
Appeal	an application to a senior responsible officer for an academic decision to be reversed
Appellant	a person appealing an academic decision
Assessment	means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package

4. Documents related to this procedure

Material documents

Document Type	Document ID	Document Title
Policy	PY-IID-000001	Policy for Records Management
Policy	PY-MEL-040012	MEL Quality Management System
Procedure	PR-MEL-040021	Academic Grievance Procedure
Procedure	PR-MEL-040005	Complaints and Appeals

External documents

1.	Standards for Registered Training Organisations (RTOs) 2015
2.	Skills Assure Supplier Agreement

5. Document controls

5.1 Document revision history

Version	Release date	Description	Risk-rated Review date
1.	18 Apr 2019	First version	Apr 2022
2.	07 Aug 2020	Revised	Aug 2023
2.1	17 Dec 2020	Reference to Head of Learning and Development replaced with General Manager Education and Training	Aug 2023

5.2 Document review and approval

Name Person/committee	Position If applicable	Function Owner/author/review/approve
Barry Hankinson	General Manager Education and Training	Document owner
Pauline Stowers	Head of Quality and Compliance	Document author
Katherine Jackman	Head of Learning and Development	Review
Barry Hankinson	General Manager Education and Training	Approve

5.3 Keyword indexing

Keywords:	Education, MEL, appeal, academic appeal, student, academic
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