

ASSESSMENT APPEALS PROCESS

This procedure details the steps the Whitehouse Institute will take to resolve an assessment appeals process that has been initiated by a student.

Stage 1: Informal resolution process

- 1.1 In the first instance, the student should contact their Program Coordinator no later than five (5) working days from the date of publication of the official results to initiate an informal review of the grade received for a subject
- 1.2 The Program Coordinator can take what action is deemed appropriate to resolve the matter. This may include, but is not limited to:
 - Discussing the matter with the student's teacher for that course
 - Reviewing attendance
 - Checking the marks for the work
 - Discussing the marking criteria in detail with the student
 - Allowing the student to re-submit an assignment, or section of an assignment where the Program Coordinator is of the opinion that the student had valid grounds for misinterpreting what was required and this misinterpretation has led to a lower mark than may have been expected
- 1.3 As the result of the informal review the student's mark can only improve or stand
- 1.4 The informal process can take no longer than ten (10) working days from the student first making contact with the Program Coordinator
- 1.5 The Program Coordinator will advise the student and the Student Administration Manager in writing of the outcome of the informal review of the assessment
- 1.6 If applicable, the Student Administration Manager will amend the student's results and file all correspondence
- 1.7 If the matter is not resolved informally, i.e. the student is not satisfied with the outcome of the informal review then they must initiate the Formal Resolution Process.

Stage 2: Formal resolution process

- 2.1 If the student is not satisfied with the outcome of the informal resolution process the student may submit in writing to the Academic Coordinator, within five (5) working days from the date of notification of the outcome from the informal review process, a request for a formal assessment review
- 2.2 The written request shall state the following:
 - a. An outline of why the student thinks the original assessment result was inappropriate
 - b. Details of the outcome of the informal resolution process
 - c. Any specific issues which the student believes are relevant to the determination of a mark for the work, and
 - d. Any new and relevant evidence
 - e. Where the assessed work has been handed back to the student, the student will attach the marked work to the letter as well as a clean copy of the assessment task
- 2.3 The Academic Coordinator will read the student's letter and request a written report from the Program Coordinator
- 2.4 The Academic Coordinator will determine if a formal resolution process is warranted
- 2.5 If a formal review is warranted, the Academic Coordinator will:

- 2.5.1 Verify that all appropriate assessment procedures have been correctly carried out
- 2.5.2 Arrange for the work to be independently reassessed and a report written by a person whose identity is not revealed to the staff member who carried out the informal review
- 2.5.3 Ensure the work to be marked is an unmarked copy and no original mark, comment or grade is disclosed to the independent assessor; and,
- 2.5.4 Discuss the matter directly with the student if further information is required.
- 2.6 The student will be informed of the outcome in writing within ten (10) working days of submission of the request for a formal review as identified by the date of receipt by the Academic Coordinator of the request for formal review. The written report will set out the result of the reassessment, the revised mark if given and the reasons for the decision
- 2.7 As a result of the formal review the student's result can only be improved or left as originally given
- 2.8 If the Academic Coordinator does not consider a formal review is warranted, a letter so advising the student must be sent within ten (10) working days of submission of the request for a formal review. The student must be advised as to why no formal review has been initiated
- 2.9 A student may appeal the outcome of the formal resolution process.

Stage 3: Appeal

- 3.1 A student may appeal an outcome from a formal resolution process on one or more of the following grounds
 - 3.1.1 That the case has not been heard or decided on its merits
 - 3.1.2 That the student is able to provide new evidence
 - 3.1.3 That a procedural irregularity has occurred
- 3.2 These are the only grounds that the Assessment Appeals Committee will consider.
- 3.3 A student must lodge the appeal in writing within ten (10) days of the notification of the outcome of the request for a formal resolution
- 3.4 The student must lodge the appeal with the Chair, Academic Committee
- 3.5 The appeal must be lodged in the format below:
 - 3.5.1 Itemise the grounds for appeal in accordance with 3.1 above.
 - 3.5.2 Detail and provide relevant evidence relating to the ground(s) for appeal to enable the Appeals Committee to prepare for the hearing
 - 3.5.3 If applicable state the procedural irregularity and as far as possible how this has affected the outcome of the initial review
 - 3.5.4 Student's signature, date, family name, given names, student ID, address for notices, contact telephone, email address
- 3.6 Upon receipt of the appeal the Chair, Academic Committee will confirm that the case has been considered in accordance with the informal and/or formal resolution process. If the case has not been considered through the formal resolution process, the matter shall be referred to the Student Administration Manager and the student advised accordingly
- 3.7 Where the appeal does not comply with the criteria and therefore should not be heard by the Committee, the Chair, Academic Committee will reject the appeal and notify the student for the reasons for the rejection

- 3.8 Where the appeal has not been rejected, the matter shall be forwarded to an Assessment Appeals Committee.
- 3.9 The Assessment Appeals Committee hears all appeals in respect of assessment, examination and assessment discipline and other academic matters referred to it by the Academic Board, the Teaching and Learning Committee, and/or other relevant Institute body
- 3.10 Where a member of the Committee has had any involvement in a student's case, that member cannot sit as a member of the Committee hearing that student's appeal
- 3.11 The Chair, Academic Committee, or their delegated representative is the Chair to that Committee.

Stage 4: Appeals process

- 4.1 The student, the Program Coordinator and the Assessment Appeals Committee are given a minimum of five (5) days written notice of the hearing and all relevant documentation forwarded to the members of the Committee
- 4.2 The student and the Program Coordinator will be given the opportunity to give evidence at the hearing
- 4.3 The student can be represented by an advocate at the hearing
- 4.4 The Committee must hear the matter on its merits, taking into account all circumstances of the student's case
- 4.5 After consideration of all evidence available in the case, the Committee shall reach its decision by a majority vote by agreement by the members, each of whom has equal voting rights. The Secretary does not have voting rights.
- 4.6 The Committee may decide to:
 - 4.6.1 Confirm the outcome/decision against which the student lodged their appeal
 - 4.6.2 Uphold the appeal and any or all of 4.6.3
 - 4.6.3 Cancel any penalty imposed on the student; modify any penalty imposed on the student; direct the Program Coordinator to undertake a course of action (eg re-assess the student's work, allow the student to sit a further examination, submit further written work, provide ongoing academic support for the student)
- 4.7 The Secretary will then:
 - 4.7.1 Document the decision and the reasons for the decision
 - 4.7.2 Contact the Academic Coordinator with the decision and the reasons for the decision
 - 4.7.3 Prepare the written communication for the student for co-signing by the Chair of the Assessment Appeals and the Academic Coordinator
 - 4.7.4 The written advice shall be sent to the student's contact address and filed.

Stage 5: External Appeals

Should the student be dissatisfied with the outcome of an Assessment Appeal hearing, they may seek resolution from an external mediation service. The Whitehouse Institute will participate fully in any such mediation

This process was approved by the Academic Committee on 27 February 2007 and is set out in the Student Handbook, Staff Handbook, Policy & Procedures Manual and published on the Whitehouse Institute website www.whitehouse-design.edu.au