

Procedure Name	ACADEMIC GRIEVANCE AND APPEALS PROCEDURES
Procedure Number	A005_PR_HE (Academic)
Purpose	The purpose of this procedure is to detail the steps the Whitehouse Institute of Design, Australia (Whitehouse) will take to resolve an academic grievance or assessment appeal that has been initiated by a student.
Scope	This policy applies to all students, employees and contractors involved in the provision of teaching and learning in accredited Higher Education courses at Whitehouse.
Procedure	<p>The following procedure requires actions by the following who have rights and responsibilities under the terms of this procedure:</p> <ul style="list-style-type: none"> • students • academic director • course leaders • academic staff • student administration. <p>Stage 1: Informal resolution process</p> <ol style="list-style-type: none"> 1.1. If the student has a grievance in regard to formative or summative feedback on specific briefs/assessment tasks in the duration of a subject and before final results are published they can in the first instance make contact with the academic delivering the subject requesting further clarification. If the issue is not resolved the student can then contact the Course leader in writing requesting an informal review of the project/submission task. 1.2. If the issue is not resolved by the Course leader then the student can escalate the grievance and/or appeal to formal process as outlined in Stage 2 below. 1.3. If the student has a grievance with final results in the first instance, the student should contact the Course leader in writing 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 or from the date of the grievance arising. 1.4. The Course leader will take what action is deemed appropriate to resolve the matter. 1.5. As the result of the informal review of an assessment mark the student's mark can stand as the original mark, or improve (go up), or go down. 1.6. The Course leader will advise the student and student administration in writing of the outcome of the informal review of the assessment appeal/grievance. 1.7. If applicable, Student Administration will amend the students' results and file all correspondence. 1.8. If the matter is not resolved informally, that is the student is not satisfied with the outcome of the formal review, then they may initiate the Formal Resolution Process (Stage 2).

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 Director, within five (5) working days from the date of notification of the outcome from the informal review process, a request for a formal assessment/grievance review.
- 2.2. The written request shall state the following:
 - 2.2.1. an outline of why the student thinks the original assessment result was inappropriate or why the grievance was raised
 - 2.2.2. details of the outcome of the informal resolution process
 - 2.2.3. any new and relevant evidence
 - 2.2.4. where 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 Director will read the student's communication and request a written report from the Course leader.
- 2.4. The Academic Director will determine if a formal resolution process is warranted.
- 2.5. If a formal review is warranted the Academic Director will:
 - 2.5.1. verify that all appropriate assessment/academic procedures have been correctly carried out
 - 2.5.2. if required arrange for work to be independently reassessed by an academic with experience and knowledge in the field and a report written by this person whose identity is not revealed to the staff member who carried out the informal review
 - 2.5.3. if required ensure the work to be marked is an unmarked copy and no original mark, comment or grade is disclosed to the independent assessor
 - 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 Academic Director of the request for a formal review. The written report will set out the result of the reassessment/review and, if relevant the revised mark is given and the reasons for the decision.

As the result of the informal review of an assessment mark the student's mark can only improve or stand.
- 2.7. If the Academic Director 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.
- 2.8. 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
 - 3.1.2. that the student is able to provide new evidence
 - 3.1.3. that a procedural irregularity has occurred.
- 3.2. A student must lodge the appeal in writing within ten (10) working days of the notification of the outcome of the request for a formal resolution.
- 3.3. The student must lodge the appeal with the Chair of the Academic Board.
- 3.4. The appeal must be lodged in the format below:
 - 3.4.1. itemise the grounds for appeal in accordance with above
 - 3.4.2. detail and provide relevant evidence relating to the ground(s) for appeal to enable the Appeals Committee to prepare for the hearing
 - 3.4.3. if applicable state the procedural irregularity and as far as possible how this has affected the outcome of the initial review
 - 3.4.4. student's signature, date, family name, given names, student number, address for notices, contact phone number, email address.
- 3.5. Upon receipt of the appeal the Chair of the Academic Board 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 Academic Board and the student advised accordingly.
- 3.6. Where the appeal does not comply with the criteria and therefore should not be heard by the Board, the Chair of the Academic Board will reject the appeal and notify the student for the reasons for the rejection.
- 3.7. Where the appeal has not been rejected, the matter shall be forwarded to the Academic Board, who may choose to convene an Assessment Appeals Committee.
- 3.8. The Academic Board or the Assessment Appeals Committee hears all appeals in respect of assessment and other academic matters referred to it by the Learning Teaching Assessment Curriculum Committee and/or other relevant Institute body.
- 3.9. Where a member of the Assessment Appeals 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.
- 3.10. The Chair of the Academic Board or their delegated representative is the Chair to that Committee.

Stage 4: Appeal Hearing

- 4.1. The student, the Course leader, Academic Director and the Academic Board/Assessment Appeals Committee (Board/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 Course leader will be given the opportunity to give

evidence at the hearing.

- 4.3. The student can be represented by an advocate at the hearing; such as a friend or family member or student representative.
- 4.4. The Board/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 Board/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. If it is a split decision, the Chair will make the final decision.
- 4.6. The Board/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. cancel any penalty imposed on the student; modify any penalty imposed on the student; direct the Academic Director to undertake a course of action (for example: re-assess the student's work, allow the student to sit a further supplementary assessment task and provide ongoing academic support for the student).
- 4.7. The Secretary of the Board/Committee will then:
 - 4.7.1. document the decision and the reasons for the decision
 - 4.7.2. contact Student Administration and the Academic Director 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 Academic Board/Assessment Appeals Committee and the Academic Director
 - 4.7.4. the written advice shall be sent to the student's contact address and filed
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 - 4.7.6. the written advice shall be sent to the student's contact address and filed.

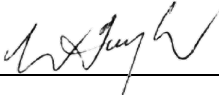
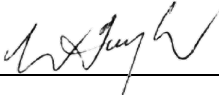
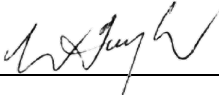
Stage 5: External appeals

Students are encouraged to complete all internal complaints and appeals processes in an effort to try and resolve their complaint before taking any external action. If the student feels that the outcome of their appeal is unfair or incorrect, the student is able at any time to apply for an external appeal. Whitehouse will participate fully in any such external appeal and resolution process.

External agencies include:

- [Department of Fair Trading \(NSW\)](#)
- [Consumer Affairs Victoria \(VIC\)](#)
- [Administrative Appeals Tribunal](#)
- [The Resolution Institute](#)
- [Australian Human Rights Commission](#)

	<p>For information on the above external appeals processes, students are encouraged to contact the agency or visit their website directly.</p> <p>Whitehouse acknowledges that if the external appeal is in favour of the student, the Institute will immediately implement the decision/recommendation and/or take corrective action and advise the student in writing of the outcome.</p> <p>International Students</p> <p>If the international student is unsuccessful within the institutes appeals and complaints process, Whitehouse will notify the student in writing within 10 working days of concluding the appeal and will advise the student of the external appeal options available, this will be at no cost to the international student.</p> <p>If an international student is not satisfied with the outcome/decision of the institutes internal appeals process, the international student can lodge a complaint about the decision to the Overseas Student Ombudsman as an independent external appeals process. www.oso.gov.au</p>
Relevant Legislation	<ul style="list-style-type: none"> • Higher Education Standards Framework (Threshold Standards) 2021 • 2016 Higher Education Support Act (2003) • Australia Qualifications Framework (AQF) • Department of Fair Trading (Victoria) (NSW) • Administrative Appeals Tribunal • National Code of Practice for Providers of Education and Training to Overseas Students 2018 • Education Services for Overseas Students Act 2000
Key Related Documents	<p>Academic Grievance and Appeals Procedures Higher Education</p> <p>Whitehouse Institute of Design Code of Conduct</p> <p>Learning and Teaching Policy</p> <p>Assessment Policy and Procedure</p> <p>Student Handbook</p>
Responsible Officer	Academic Directors
Approval Authority/ Authorities	<p>Joint Executive Directors</p> <p>Academic Board</p>
Date Approved	02/05/2019
Date of Commencement	03/05/2019
Date for Review	02/05/2022
Documents superseded by this Procedure	Admission Policy and Procedure (06/02/2013)

Amendment History	<p>02/2019 Update External appeals and The National Code 2018 reference.</p> <p>05/2018 Re-branding – Header & Footer only</p> <p>11/2016 Policy and Procedures separated and HE and VET documentations separated. Updated formatting and minor amendments. Consideration of grievance for individual assessment task.</p>								
Signed and dated for Whitehouse Pty Ltd	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; width: 33%;"></td> <td style="text-align: center; width: 33%;">Leslie Taylor</td> <td style="text-align: center; width: 33%;">2/5/19</td> </tr> <tr> <td style="text-align: center;">Signature</td> <td style="text-align: center;">Name</td> <td style="text-align: center;">Date</td> </tr> </table>				Leslie Taylor	2/5/19	Signature	Name	Date
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INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Academic
Stakeholders	Academic Board Executive Management Academic Staff Administration Staff Students