

## Assessment Review and Appeals Policy

### Purpose

ELC acknowledges that students will at times, receive results that do not meet their expectations, for a variety of reasons. General grievances can be submitted, by following the Student Grievance and Resolution Policy. Issues relating to assessments, can be addressed using this Assessment Review and Appeals Policy.

### Appeals

All students considering a formal appeal must do so within 14 days of the assessment decision by submitting a Student Assessment Appeals form to the Course Coordinator or RTO Manager. Appeals may be made for academic decisions including those relating to:

- refusal of admission
- refusal of recognition of prior learning
- unfair assessment decision
- incorrect assessment calculation
- exclusion from an award course
- failure of assessing organisation to adhere to the principles of access and equity
- exemption due to compassionate or compelling circumstances
- issuing of fees for late submissions

ELC will ensure that any person involved in the matter being appealed is not a member of the Appeals Committee, determining the outcome of a review or appeal. This will ensure a fair and unbiased process of decision making.

Students must be permitted to attend classes or undertake examinations without prejudice during the appeal process.

### Recording Student Complaints and Appeals

An assessment appeal must be presented to the Course Coordinator or RTO Manager in writing, using the 'Assessment Appeals Form'.

A copy of the submitted 'Assessment Appeals Form' and all following documents including the 'Decision on Assessment Appeal Letter' must be placed in each student's file on the student database.

### Actioning Student Appeals

ELC will action appeals as soon as possible, however if there are factors meaning that it will be longer than 60 days to make a decision, then the student will be notified in writing as to why the process is taking longer than expected. Students will be updated regularly on the progress of the appeal.

### **Decision Supporting the Student**

- a. Where the appeals process results in a decision supporting the student, ELC will implement the required corrective/preventative action immediately and advise the student of the outcome.
- b. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, the provider does not report the student, and there is no requirement for intervention.
- c. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider's intervention strategy, and the provider does not report the student.

### **Decision in favour of ELC**

- d. Any decision will automatically be in favour of ELC, if the student has chosen not to access the complaints and appeals processes within 20 days of the assessment decision.
- e. Any decision will automatically be in favour of ELC, if the student withdraws from the process.
- f. When a decision is made supporting the registered provider, the student must receive a full explanation in writing outlining the final outcome and giving reasons why this decision was reached.
- g. When a decision is made supporting the registered provider, the student must be made aware of their rights to pursue further action with the Overseas Student Ombudsman.
- h. If applicable, when a decision is made supporting the registered provider, the registered provider must notify the DHA through PRISMS, as soon as practicable of the student not achieving satisfactory course progress.