

Policy and Procedure

Name:	Assessment Appeals Policy and Procedure
Approved by:	Director Customer Success
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Approved by:	Head of Compliance, VET
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Implementation Owner	Head of Student Engagement
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SECTION 1 – INTRODUCTION

SCOPE

This policy and procedure applies to all students.

PURPOSE

To outline the policy and procedure for assessment appeals.

CONTEXT

The Australian Institute of Management Education and Training (AIMET) strives to provide excellent service to its students, and seeks to prevent the occurrence of appeals by ensuring that students are fully prepared for assessment through:

- ensuring that assessment items are clear and unambiguous
- monitoring student participation in assessment
- requiring that students acknowledge that their submission is their own work or that activities are being undertaken under supervision.

AIMET appreciates, however, that there still may be occasions when a student experiences dissatisfaction, discontent or resentment about an assessment process or outcome. This Assessment Appeals Policy is to address any such concerns.

SECTION 2 – POLICY

PRINCIPLES

The Assessment Appeals Policy and Procedure is committed to and guided by the principles of equity, fairness and timeliness.

Any Assessment Appeal will be treated seriously, sensitively, and impartially. The student should be confident that there will be no negative consequences, and that the procedures followed will be seen as fair by everyone involved.

The assessment outcome granted by an assessment review will be officially recognised as the final result for that unit.

Confidentiality will be strictly observed by all participants and at all stages of the Assessment Appeals process.

POLICY

1. AIMET will ensure fair and equitable management of assessment appeals by providing a transparent, timely and consistent process for resolving assessment appeals.
2. All students will be encouraged to read this policy prior to enrolment into a course with AIMET.

SECTION 3 – APPEALS HANDLING

WHAT IS AN APPEAL?

An appeal is a request by a learner for reconsideration of an unfavourable assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within ten (10) working days of the decision being notified to the learner.

It is important to note that a learner may appeal any decision made by AIMET or a third party providing assessment services on behalf of AIMET.

EARLY RESOLUTION OF APPEALS

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It can often be the case that a learner's decision to make an appeal can be avoided by proper communication and consultation with learners at the time a decision is made.

RELATIONSHIP TO CONTINUOUS IMPROVEMENT

Frequently, the appeals handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of appeals handling is very positive and should be actively applied by all persons involved. It is for this reason that appeals received from stakeholders should be seen in a positive light as opportunities for improvement.

SECTION 4 – PROCEDURE

If a student disagrees with an assessment outcome, he/she may commence the Assessment Appeals process by application through the Head of Learning and Teaching (VET).

i. How to lodge an Assessment Appeal

A student has the right to appeal an assessment decision if:

- The student has been assessed as Not Yet Competent in an assessment against specific competency standards, and
- The student feels they have sufficient grounds and evidence entitling them to be assessed as competent or granted RPL (if applicable).

Each assessment outcomes will feature a date on which the assessment judgement was made. This date will be used as the one from which the official Appeal Time is calculated.

Assessment Appeals must be made within 10 working days of the date of the assessment judgement of the relevant assessment outcome.

To commence that process, the student needs to complete an Application for Assessment Appeal Form

Once completed, the form is to be provided to the Head of Learning and Teaching (VET), who will privately discuss the facts presented with the student.

ii. Paper and/or Computer-based Assessments

The review process will start within 10 working days of the receipt of the application.

The Head of Learning and Teaching (VET) will ensure that the relevant paper-based or computer-based assessment is submitted for re-marking, and:

- care is taken to ensure that this marking is undertaken by a qualified person other than the original assessor;
- the re-mark is to be done in the absence of the student; and
- the second assessor is not to sight the original marking notations or marking sheet used by the first assessor.

On completion of the re-mark, the assessor will submit the outcome to the Head of Learning and Teaching (VET) who will retrieve the first marking sheet and undertake a comparison of the outcomes. He/she will compile a brief written report, addressed to the student, which will identify any changes made as a result of the re-mark.

The Head of Learning and Teaching (VET) will discuss this report with the student, including the reasons for the finding.

The Head of Learning and Teaching (VET) will follow-up to ensure that the student is satisfied with the outcome of the Assessment Appeal. If the student is not satisfied, the Head of Learning and Teaching (VET) will provide information on the Internal Case Review option.

iii. **Practical Assessments**

If the Head of Learning and Teaching (VET) decides that a review of a practical assessment is justified, the review process will start within 10 working days of the receipt of the application. The Head of Learning and Teaching (VET) will ensure that the relevant assessment task is re-performed, and:

- care is taken to ensure that the re-mark is undertaken by a qualified person other than the original assessor; and
- the second assessor is not to sight the original marking notations or marking sheet used by the first assessor.

Where it is not possible for the practical activity to be fully re-constructed for one student, the student will be required to provide detailed information on the steps within the practical activity to satisfy the second assessor that competency has been attained.

On completion of the re-performance, the assessor will submit the outcome to the Head of Learning and Teaching (VET) who will retrieve the first marking sheet and compare the outcomes. He/she will compile a brief written report, addressed to the student, which will identify any changes made as an outcome of the re-performance.

The Head of Learning and Teaching (VET) will discuss this report with the student, including the reasons for the finding. If the student is not satisfied, the Head of Learning and Teaching (VET) will provide information on the Internal Case Review option.

iv. **Internal Appeals Process / Case Reviews**

If the student is dissatisfied with the outcome of the Assessment Appeal or the way in which it was conducted, he/she has 20 days from the date on the written notification by AIMET in which to lodge an Internal Appeal to have the case reviewed.

v. Time Limits

AIMET is unlikely to consider an Assessment Appeal which is lodged after the expiry of the 20 working days of the Assessment Appeals period.

vi. Assessment Appeals Records

The student's files will be updated to record the outcome and any subsequent actions.

A copy of all related documentation, including a statement of findings demonstrating the reasons behind the decisions made at each stage of the appeal(s), will be retained on the student's file.

A copy of the statement of findings will be provided to the student.

vii. Internal Appeals Process / Case Reviews

In the event that the student is dissatisfied with the outcome of the Assessment Appeal or the way in which it was conducted, he/she has 20 days from the date on the written notification AIMET in which to lodge an Internal Appeal to have the case reviewed.

All subsequent steps will be in accordance with the Complaints, Grievance and Appeals Process.

viii. Time Limits

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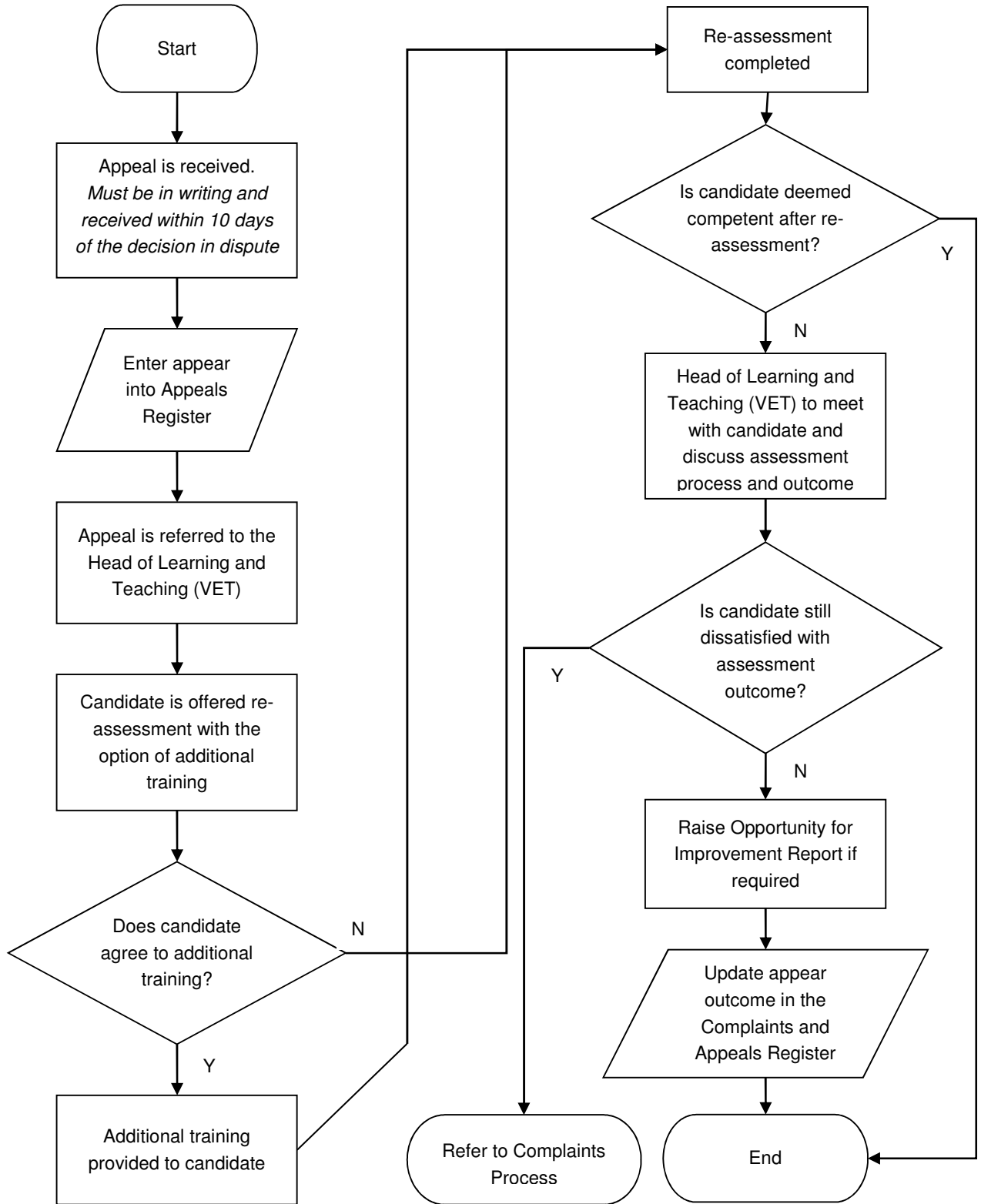
ix. Assessment Appeals Records

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A copy of the statement of findings will be provided to the student.

SECTION 5 PROCESS MAP
ASSESSMENT APPEALS HANDLING PROCESS



SECTION 6 – REFERENCE AND SUPPORTING INFORMATION**SUPPORTING DOCUMENTATION**

Document name	Document type	Location
Assessment appeal form	Form	External website

CHANGE HISTORY

Version	Approval date	Approved by	Change
1.0	1/9/12	CEO	New policy
1.1	02/12/2015	Compliance Manager	Change to position title