

Appeals Against Final Grades

1. Purpose

Students enrolled in accredited ACD units are entitled to appeal against final grades awarded in accordance with the ACD Assessment Policy.

2. Scope

Process for students wanting to appeal against a final grade in a unit of study, regardless of the student's mode of study.

3. Policy Statement

- 3.1** Provided that they have fulfilled the attendance and assessment requirements of the unit, students have the right of appeal against final grades on one or more of the following grounds:
- 3.1.2 The assessment requirements specified in accordance with the ACD assessment policy and procedures were not adhered to;
 - 3.1.3 having been formally notified of the student's requirements in terms of the ACD's policy on Accessibility and Inclusion, the unit coordinator has not given due consideration to these circumstances in the assessment process leading to the final grade.
- 3.2** It is expected that most disputes over final grades will be resolved through a process of informal consultation without recourse to formal appeal.
- 3.3** Disputes shall be resolved through the following sequential process:
- 3.3.1 in discussion with the unit lecturer, unit coordinator or relevant area of study Director; or
 - 3.3.2 by referral to the ACD Academic Dean; or
 - 3.3.3 by a re-mark of an examination paper; or
 - 3.3.4 by formal appeal to the ACD Academic Board.
- 3.4** The student and the unit lecturer will not be victimised or discriminated against as a result of a dispute being raised.
- 3.5** Reasons and full explanation in writing for decisions and actions taken as part of the procedures will be provided at any stage if requested by the student or the unit lecturer.

4. Procedures

- 4.1** A student who does not accept the final grade shall consult the lecturer of the unit within ten working days of formal notification of the final grade.

- 4.2** Where the dispute fails to be resolved under clause 4.1 above, the student may request, in writing, that the ACD Academic Dean in consultation with the relevant area of study Director undertake a review of the final grade. Such requests must be lodged within 20 working days of the receipt of formal notification of the final grade.
- 4.3** The ACD Academic Dean will ensure that this review is concluded within ten working days from the date on which the request was lodged and is responsible for notifying the Executive Officer of the outcome of the review. If the review results in a new grade, the Executive Officer will forward this grade to the relevant Examinations Committee as the final grade and notify the student.
- 4.4.** Should this review fail to resolve the dispute, the student may proceed to lodge a formal appeal with the ACD Academic Board.
- 4.4.1** A formal appeal against a final grade with supporting documentation must be lodged with the ACD Executive Officer within ten working days of the date of the notification from the ACD Executive Officer.
- 4.4.2.** The Executive Officer will acknowledge receipt of the appeal to the student in writing.
- 4.4.3** The Executive Officer will determine whether or not the case should be referred to the ACD Academic Board.
- 4.5** The Executive Officer may determine that the appeal be disallowed for one or more of the following reasons:
- 4.5.1 that the student did not fulfil all assessment or attendance requirements of the unit;
 - 4.5.2 the appeal is not in accordance with the provisions of this policy;
 - 4.5.3 the grounds on which the appeal is based are not supported by documentation submitted by the student;
 - 4.5.4 the appeal is in relation to a grade awarded following re-marking;
 - 4.5.5 the appeal is in relation to an application for permission to re-submit an assignment which was denied; or
 - 4.5.6 the provisions for resolution in clauses 3.3.1, 3.3.2 and 3.3.3 above have not been exhausted.
- 4.6.** If the Executive Officer determines that the appeal be disallowed, then the grounds for not allowing the appeal will be notified to the student in writing and reported to the ACD Academic Board.
- 4.7.** Appeals will be heard by a committee of the Academic Board, and the decision of this committee will be final. This committee:
- 4.7.1 will determine its own procedures for the conduct of hearings;
 - 4.7.2 will consider written submissions from the appellant and the relevant Principal of college or nominee;
 - 4.7.3 may, at its discretion, invite the appellant and relevant Principal of college to attend the hearing. Each may be accompanied by a member of the ACD community, the senior student of the relevant college or any staff member or student nominee may

act on behalf of the student. None of the parties shall be permitted to have legal representation at the appeals hearing.

- 4.8.** The Executive Officer will notify the appellant in writing of the decision within ten working days and amend the grade in the ACD’s student record system if appropriate.
- 4.9.** If the student remains dissatisfied with the outcome, a complaint can be made to the <https://skillscommission.sa.gov.au/>
- 4.9.1.** External complaints will be handled within a reasonable timeframe, and parties to the appeal will be provided with an indication of the likely timeframe for response by the South Australian Skills Commission. The ACD Executive Officer will ensure that any recommendations from the commission arising from a complaint will be implemented.
- 4.9.2.** The ACD Executive Officer will keep secure the confidential records of appeals lodged under these procedures for at least five years and will give appropriate access to the records to the parties to the appeal.

5. Legislation/Standards

- Equal Opportunity Act 1984 (SA)
- Work Health and Safety Act 2012 (SA)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Higher Education Standards Framework (Thresholds Standards) 2015
- National Vocational Education and Training Regulator Act 2011
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
- Standards for NVR Registered Training Organisations (RTOs) 2015
- Higher Education Support Act 2003

6. Related Policies and Procedures

- Academic Review of Student Progress
- Appeals Against Academic Review Decisions
- Assessment Policy – Higher Education

7. Authorities

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| Approval Authority | ACD Academic Board |
| Responsible Officer | Executive Officer |
| Approval Date | November 2014 |
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