4.20.2 Academic appeals

Policy number: 4.20.2
Contact Officer: General Manager, Education & Training
Approved by and date: College Management Group – 20 September 2012
Date for Next Review: 12 months from approval for Contact Officer to review policy
Related Policies/legislation:
- 3.30.2 Student Grievance Resolution
- 1.40.2 Complaints Management
- 4.20.1 Assessment

Overview

1. UQ College is committed to providing clear policies and procedures regarding the review of, and appeals against, assessment outcomes which are fair and transparent, including assessments under the provisions of Recognition of Prior Learning.

Students dissatisfied with an academic decision of a member of the UQ College staff can voice their concerns to the staff member concerned and, if appropriate, appeal to the relevant Programs Coordinator.

UQ College will make available information regarding the grounds and process for academic appeals.

Description

2. Academic Review Procedure

Students should follow the steps outlined below if they are not satisfied with a grade they receive or a judgement on an assessment item. Students should start this process no later than 5 working days after the grade/judgement has been received electronically.

Initial process to seek a resolution of an assessment disagreement:

- send a message electronically to the relevant teacher with a copy to the Programs Coordinator, requesting a meeting to discuss the grading/judgement of the assessment item.

- in the meeting with the teacher a student has the right to view the assessment item and ask questions about how specific sections or tasks were graded or considered.

Formal appeal process:

- if the student is not satisfied with the explanations provided by the teacher, then the student has the right to request a formal review of the result.

- a formal review requires a written notification of an appeal accompanied by a submission to the relevant Programs Coordinator. In this written submission, the student must refer to specific sections of the assessment item and explain why they believe the assessment is incorrect. Note, failure to do this would mean that the appeal would be automatically dismissed by the Programs Coordinator.
- if the Programs Coordinator (a 3rd party) accepts that there are grounds for the appeal, then a panel will be formed to reassess the assessment item. The panel will be made up of the Programs Coordinator (chair) and at least 1 other teacher (but not the student’s teacher) who meets the teaching specifications for the discipline and any applicable regulation. N.B.
  1. if the student’s teacher is the Programs Coordinator, they cannot be considered a 3rd party, then the panel will be chaired by a nominee of the UQ College General Manager, Education & Training and made up of up to 2 other teachers not including the Programs Coordinator.
  2. the panel membership must meet the applicable regulatory standards relating to the course assessment.

- the student will be formally advised of the outcome of the appeal by the panel chair and will include an explanation of the decision of the panel.

- if the appeal is still unresolved, the student may then appeal to the General Manager, Education and Training in writing outlining the reasons for appealing the decision of the panel.

- the General Manager, Education & Training will examine the matter thoroughly and decide on the appropriate course of action to reach a decision. The option may include but is not limited to – a new panel may be established to re-consider the matter, an independent arbitrator may be appointed to review and report on the appeal’s process or an external mediator may be appointed. If a new panel is convened, the student may be invited to attend a hearing and may wish to bring a support person. The support person may not be a legal representative. The General Manager, Education & Training will make a recommendation to the CEO, UQ College.

- the CEO’s decision is final.

3. Records management

The relevant Programs Coordinator is responsible for establishing and maintaining an accurate file during the conduct of the Academic appeal.

On completion of an Academic appeal, the relevant Programs Coordinator is responsible for:
  1. ensuring that all relevant records of an academic review are appropriately filed and the completed file given to the Manager, Corporate & Student Services for archiving.
  2. updating the Academic Appeals Register and advising electronically, both the General Manager, Education & Training and the Manager, Corporate & Student Services.

4. Reporting

UQ College will monitor and review all academic appeals and proactively address casual links between the holistic conduct of its academic programs and academic appeals to reduce the incidents of dispute. The General Manager, Education & Training will provide an annual report to the UQ College Academic Board detailing the number, nature and outcomes of appeals and the strategies implemented to reduce the incidents.

Modification History

Original document prepared by:

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<tr>
<th>Document Owner(s)</th>
<th>Project/Organization Role</th>
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<td>J Du Moulin</td>
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