



Information for Students on Academic Appeals Policy and Procedure

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What is the purpose of this document?

This document explains key requirements for North Metropolitan TAFE (NMTAFE) in the academic appeals policy and procedure, which will assist you, as a student who wishes to appeal an assessment decision.

What is the purpose of the academic appeals policy?

The purpose is for NMTAFE to provide a transparent policy and procedure for academic appeals to support your right to lodge an appeal about an assessment decision, your academic progress or an award, in accordance with our responsibilities under the Standards for RTOs.

What is the scope of the academic appeals policy?

1. This policy applies only to academic appeals. Any other general complaints, or appeals against other decisions made by NMTAFE, are covered by our Complaints and Appeals Policy and Procedure (PCY170).
2. This policy applies to academic appeals made by both local and international students, and includes the requirements for both NMTAFE and TIWA (TAFE International WA) enrolled students.

What is an academic appeal?

An academic appeal is when you ask for a review of a final decision made by your assessor, that your overall assessment result for a unit of competency was Not Yet Competent (NYC). You can also appeal if you are concerned about your academic progress or an award.

The outcome of the review will confirm whether the assessment decision was correct or not.

Do I have to pay a fee for an Academic Appeal?

No, there is no fee for an Academic Appeal.

How do I lodge an academic appeal?

If you are not satisfied with the assessment process undertaken, or the way the assessment decision was made based on the work you submitted or your performance during practical assessments, you have the right to lodge an appeal.

You do this by completing the Academic Appeals Form (F170A), telling us about the decision and why you feel dissatisfied. You will also provide contact details in the form so we can provide you with progress reports and details about the outcome at the end of the review process.

You must lodge your completed form with NMTAFE Client Services **within twenty (20) business days** of receiving your assessment result. All NMTAFE and TIWA enrolled students lodge their appeals using this form.

If you would like someone else to lodge an academic appeal on your behalf, and they are not your legal guardian or a legal representative, you will need to provide written consent to us before your academic appeal can be considered.

If you are under 18 years of age, we will inform your nominated guardian that you have lodged an academic appeal, and the outcome once the review is complete.

What should I do before I lodge my academic appeal?

Please read the NMTAFE Academic Appeals Policy if you need information about your rights, or the rules we follow when reviewing the assessment decision at your request.

We encourage you to meet with your Lecturer, Head of Programs, Principal Lecturer or Portfolio Director to discuss your concerns in the first instance – this is an optional, but often very useful, first step.

If you are still dissatisfied after discussing your concerns, then you should go ahead and lodge an academic appeal using the form.

Do I need to include evidence with my academic appeal?

Yes, you must clearly describe what went wrong with the process from your point of view and also provide evidence to support this.

Your evidence must relate to the basis for your appeal, as listed in the following table. The table provides guidance about the evidence you need to provide for the basis (one or both) for your appeal.

Basis for your appeal	The evidence you need to provide
1. The assessment process	<ul style="list-style-type: none"> • A copy of the Learning and Assessment Plan (LAP) provided by your lecturer. • A brief explanation of how the assessment was different from what was described in the LAP. • Any other evidence you feel is relevant.
2. The assessment decision	<ul style="list-style-type: none"> • The assessments you submitted including evidence from practical assessments (if any). • A brief description of why you feel the assessment judgement was incorrect. • Any other supporting evidence.

What if I need support with my academic appeal?

Your lecturer, Head of Programs, or Client Services at your NMTAFE campus can provide you with support for your academic appeal. You are also entitled to be accompanied by a support person during any discussions regarding your assessment results.

If you have a disability, mental health or medical condition and need support to assist you with this process, contact the [Access and Learning Support](#) office on 9427 1314 or by email to access.support@nmtafe.wa.edu.au

If you are of Aboriginal or Torres Strait Islander descent and need support with your academic appeal, contact the Student Liaison Officer at Koolark on 9428 0340 or by email to koolark@nmtafe.wa.edu.au.

If English is an Additional Language (EAL) and you need support with your academic appeal, attend in person to Client Services at your campus.

If you are an international student and you need support with your academic appeal, attend in person to either the International Student Support office or Client Services at your campus.

If you are a student who is under the age of 18 years of age (a minor) your parent/guardian can lodge an academic appeal on your behalf, or if you need support with your academic appeal, attend in person to Client Services at your campus. Your nominated guardian may also represent you or provide support if you require, during the review process.

What can I expect if I lodge an academic appeal?

You can expect us to treat your academic appeal confidentially and review it according to the principles of natural justice and procedural fairness. This means your academic appeal will receive a fair hearing, there will be no bias and we will make sure our decisions are based on evidence provided. We will document and record all information gathering and all communications to provide a clear account of your academic appeal and NMTAFE's response.

What happens during the review process?

After you have lodged your completed form and attached evidence with NMTAFE Client Services **within twenty (20) business days** of receiving your assessment result, we will acknowledge receipt, in writing, within one (1) further business day. Appeals lodged after twenty (20) business days cannot be accepted.

Client Services will then send a copy of your appeal to all the people who need to know about your appeal, those who will be involved in the review process, and those responsible for keeping records about your appeal. Remember that you may withdraw your appeal at any time during the review process, by letting Client Services know of your decision.

The Portfolio Director then sets up an academic appeals review panel to look at the information in your application form and the evidence you attached, in order to consider your appeal. The appeal panel must be independent and have two or more members. To ensure its independence, the original assessor who made the assessment decision under reviewed, will not be a member of the academic appeal panel.

At least one panel member will be an independent subject area expert, at least one will be a qualified trainer and assessor and there may also be an external person who is not from NMTAFE. These rules are so that the process is fair and not biased. In addition we protect the confidentiality of your academic appeal and don't allow discrimination against you as a result of submitting your appeal.

The Academic Appeals Panel then convenes to consider the evidence and determine whether to uphold the original assessment decision or not. If the panel finds that the original decision of Not Yet Competent is upheld, the panel may provide an opportunity

for you to present your case and provide any further evidence, with a support person if you wish. The panel will take all the evidence into account, make their determination about the original assessment decision and prepare a report to explain the outcome of their review and the reasons for the decision.

We aim to finalise academic appeals within twenty (20) business days, however, should more time be required we will notify you in writing and keep you up to date regularly on progress.

What happens after the review process?

The Portfolio Director will notify you of the panel's decision.

If there is no change and the original decision of Not Yet Competent is confirmed by the panel and you are a local student, we will include information about your right to further appeal through the State Ombudsman. The Ombudsman WA <http://www.ombudsman.wa.gov.au> is the appropriate party, independent of NMTAFE, who can review the process if you are a local student and your academic appeal is not resolved to your satisfaction.

If you are an international student you can refer the matter to the Manager, Student Services and Compliance at TIWA within twenty (20) business days of notification of the academic appeal outcome by NMTAFE.

If the appeal decision changes the original assessment result we will amend your student academic result and issue a new Statement of Academic Record if required.

We securely store and maintain all records of academic appeals and their outcomes for future reference.

We collect sufficient information throughout the review process to be able to consider, manage and respond effectively to academic appeals and to evaluate the results so we can continuously improve our processes and outcomes.

Related Policies and other Relevant Documents

- [Academic Appeals Policy \(PCY170\)](#)
- [WA Ombudsman Publications](#);
- [Australian Complaint Handling Standard, AS/NZS 10002:2014](#);
- [Disability Access and Inclusion Plan](#)
- [North Metropolitan TAFE Academic Appeals Policy](#)
- [North Metropolitan TAFE Academic Appeals Procedure](#)
- [TIWA International Student Complaints and Appeals Policy](#)
- DTWD's [Duty of Care Policy for Minors Attending TAFE Colleges](#)

Relevant Legislation

- [Standards for Registered Training Organisations \(RTOs\) 2015, Standard 6, 6.1 - 6.5; Vocational Education and Training Act 1996](#)
- [Public Sector Management Act 1994](#)
- [Equal Opportunity Act 1984 WA](#)
- [Disability Discrimination Act 1992 \(Commonwealth\)](#)
- [Racial Discrimination Act 1975 \(Commonwealth\)](#)
- [Freedom of Information Act 1992 WA](#)

- [Privacy Act 1988 \(Commonwealth\)](#)

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Document Owner

Director Academic Quality

Revision History

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