
APPEALS AGAINST FINAL GRADES

Preamble

Students enrolled in accredited ACD units are entitled to appeal against final grades awarded in accordance with the ACD policy *Assessment Exercises and their Presentation*, regardless of the student's mode of study, place of residence or the location at which units are taught. There is no charge for this process.

Legislation/Standards

Higher Education Support Act 2003 and Higher Education Provider Guidelines

South Australian Training and Skills Development Act (2008)

AQTF Standards for Registered Training Organisations

Delegations

The ACD Board has delegated to the ACD Executive Officer the responsibility for administration of the procedures for student appeals against final grades in ACD unit.

Approvals

This document was approved by the ACD Board/ACD President on 9 July 2004 and amendments approved on 14 September 2005, 2 April 2007 and 28 August 2007 and updated January 2011.

Associated Documents

Academic Review of Student Progress

Appeals Against Academic Review Decisions

Assessment Exercises and their Presentation

Policy

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:
 - 1.1 The assessment requirements specified in accordance with the ACD assessment policy and procedures were not adhered to;
 - 1.2 having been formally notified of the student's requirements in terms of the ACD's policy on disability, the unit coordinator has not given due consideration to these circumstances in the assessment process leading to the final grade.
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. Disputes shall be resolved through the following sequential process:
 - 3.1 in discussion with the unit coordinator, examiner or relevant area studies convener or Chair of the Certificates in Ministry Board; or
 - 3.2 by referral to the Principal of the student's college; or
 - 3.3 by a re-mark of an examination paper; or
 - 3.4 by formal appeal to the ACD General Board.
4. The student and the unit coordinator will not be victimised or discriminated against as a result of a dispute being raised.
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 coordinator.

Procedures

6. A student who does not accept the final grade shall consult the unit coordinator of the unit within ten working days of formal notification of the final grade.
7. Where the dispute fails to be resolved under clause 6 above, the student may request, in writing, that the Principal of the student's college in consultation with the relevant area studies convener or Chair of the Certificates in Ministry Board undertake a review of the final grade. Such requests must be lodged within 20 working days of the dispatch of formal notification of the final grade.
8. The Principal of college 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.
9. Should this review fail to resolve the dispute, the student may proceed to lodge a formal appeal with the ACD Board.
10. 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.
11. The Executive Officer will acknowledge receipt of the appeal to the student in writing.
12. The Executive Officer will determine whether or not the case should be referred to the ACD General Board.
13. The Executive Officer may determine that the appeal be disallowed for one or more of the following reasons:
 - 13.1 that the student did not fulfil all assessment or attendance requirements of the unit;
 - 13.2 the appeal is not in accordance with the provisions of this policy;
 - 13.3 the grounds on which the appeal is based are not supported by documentation submitted by the student;
 - 13.4 the appeal is in relation to a grade awarded following re-marking;
 - 13.5 the appeal is in relation to an application for permission to re-submit an assignment which was denied; or
 - 13.6 the provisions for resolution in clauses 3.1, 3.2 and 3.3 above have not been exhausted.
14. 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 General Board.
15. Appeals will be heard by a committee of the ACD Board, and the decision of this committee will be final. This committee:
 - 15.1 will determine its own procedures for the conduct of hearings;
 - 15.2 will consider written submissions from the appellant and the relevant Principal of college or nominee;

- 15.3 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.
16. 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.
17. Should the student be dissatisfied at any stage of the process or with the outcome of these procedures, mediation services may be sought from the Community Mediation Services of South Australia, telephone 8350 0376. or 8384 5222. If the student remains dissatisfied, a complaint can be made to the Training Advocate www.trainingadvocate.sa.gov.au, telephone 1800 006 488.
18. 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 Training Advocate. The ACD Executive Officer will ensure that any recommendations from the Training Advocate arising from a complaint will be implemented.
19. 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.

Communication

20. This policy is given to all new students enrolling in ACD courses. It is published in the *Handbook* and on the ACD website at www.acd.edu.au and will be discussed at student orientation sessions.
21. This policy is communicated to staff by publication in the annual *Handbook* and on the ACD website at www.acd.edu.au. Training is provided to staff through staff meetings and induction sessions for new staff.