

		<b>Ref No.</b>	<b>6 - 15</b>
		<b>Version No.</b>	<b>5</b>
		<b>Date Issued</b>	<b>10 June 2010</b>
<b>Title</b>	<b>ACADEMIC APPEALS</b>		
<b>Responsibility</b>	<b>Academic Quality Programme Manager</b>		

## 1. PURPOSE

To provide students with an appropriate procedure to appeal against any decision relating to an academic matter.

## 2. APPLICATION

This policy relates to decisions on academic matters, including but not limited to:

- Admission to programmes
- Assessment of prior learning
- Results of assessments, award of qualifications, or grades
- Applications for aegrotat passes

## 3. DEFINITIONS

Nil.

## 4. STATUTORY OBLIGATIONS

Nil.

## 5. POLICY

- 5.1 Prior to lodging an appeal the matter must have been raised with the Tutors/Head of School. If further action is required to resolve the issue a formal appeal should be submitted.
- 5.2 Telford will ensure that systems are in place to enable students to appeal against decisions of individuals or committees on any academic matter, and that information is available to inform students of the availability of an appeals process.
- 5.3 The Academic Board will establish an Academic Appeals Committee and approve its Constitution.
- 5.4 The Academic Appeals Committee will hear Appeals and forward recommendations to the Academic Board for approval.
- 5.5 A student's claim that he or she did not know or fully appreciate the assessment regulations or the appeals procedure is not, in itself, grounds for appeal.
- 5.6 The decision of the Academic Board is final in any student appeal. A student may, however, appeal against the Academic Board's decision to the Tertiary Ombudsman.

### Contracted Delivery

- 5.7 Student requests for a reconsideration of results will be managed in accordance with the contract provider's policies and procedures. If unresolved contracted providers will inform the Academic Director of any formal appeals against assessment results.

- 5.8 The Academic Director will ensure that responsibilities for appeals against assessment are clearly defined within the programme facilitation agreement accordingly.

## 6. PROCEDURE

- 6.1 Students are required to notify Telford in writing of their Appeal within seven working days following the academic decision against which they are appealing.
- 6.2 The Appeal will be forwarded to the Academic Director who will notify members of the Academic Appeals Committee of the pending Appeal hearing and prepare all documentation relevant to the Appeal.
- 6.3 The Academic Appeals Committee will meet within ten working days of receiving written notification of the Appeal.
- 6.4 The Academic Appeals Committee will consider the Appeal and forward a recommendation to the Academic Board.
- 6.5 The decision of the Academic Board – and the reason(s) for that decision - will be notified to the student in writing, as soon as practicable after the Academic Board meeting. This written notification will include advice on the right of appeal to the Tertiary Ombudsman, should the student remain dissatisfied with the decision of the Academic Board.

## 7. RECORD MANAGEMENT

Record	Responsibility	Filed	Retention Time
Letter of appeal	Academic Director	Academic Director's Office	7 years

## 8. ASSOCIATED DOCUMENTS

Reference	Document Title
A6 – 15A	Application form for Academic Appeals

REVISION HISTORY			
Ver.	Description of Change	Author	Effective Date
1	Major Review	External Consultant	April 2004
2	Triennial Review	QMS Team	April 2006
3	Alignment of the QMS with actual practices at Telford in response to the ITPQuality Audit Report, April 2007. Non-academic matters removed from Appeals process. Policy Title Change. Appeals Committee included. Clauses 2.1, 4.6, 4.9 and 4.11 deleted from version 2. Clauses 5.2, 5.3, 6.1, and 6.2 added to version 3. Clause 8 added. Minor editing and re-formatting.	QMS Policy Review Committee	1 March 2008
4	Correction to ensure student rights of appeal are not compromised – delete old 5.4.	QMS Policy Review Committee	17 September 2009
5	Clauses 5.1, 5.7 and 5.8 added to include contracted delivery.	Academic Director	10 June 2010