**ASSESSMENT APPEALS**

Purpose

North Regional TAFE is committed to providing a timely, fair and confidential appeals handling procedure for students.

An assessment appeal can be made by a student if they do not agree with the assessment decision.

Definitions

The following definitions apply in this document:

**resolution** a solution, accommodation, or settling of a problem

**appeal** to apply for review of a case or particular issue

**assessment appeal** a student’s request to review an assessment decision.

| **PROCESS****STEP** | **RESPONSIBLE PERSON** | **TASKS REQUIRED** | **RESOURCES REQUIRED** |
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| 1. Attempt to resolve issue informally with student
 | Lecturer | Discuss the assessment outcome with the student and agree on a course of action. |  |
| 1. Lodge an assessment appeal with the Student Operations Hub
 | Student / Student Operations Hub | If agreement or a resolution of the issue cannot be reached, the student can lodge an assessment appeal using the Assessment Appeal and Reassessment Form within 10 working days of receiving the assessment decision. The student is the only person who can lodge the appeal but may seek assistance to complete the form. Forward the form to the Academic Quality Manager. | Assessment Appeal and Reassessment Form |
| 1. Receipt, registration and allocation
 | Academic Quality Manager | Record the details of the appeal. Forward the appeal to the relevant Principal Lecturer.  | Appeals Register |
| 1. Form review panel
 | Industry Principal Lecturer | Convene an impartial review panel with at least one other assessor from the industry area. |  |
| 1. Review assessment
 | Industry Principal Lecturer | Review the assessment process, the assessment evidence and any supporting documentation.  | Assessment Appeal and Reassessment Form |
| 1. Appeal Decision
 | Industry Principal Lecturer | Make a decision on the appeal:* appeal dismissed and the original decision stands
* appeal upheld and competency changed
* appeal upheld and student to be re-assessed.
 | Assessment Appeal and Reassessment Form |
| 1. Advise the student of appeal outcome
 | Industry Principal Lecturer | Advise the student of the outcome and the reasons for the decision, within 15 working days of receiving the appeal. Return the completed form to the Academic Quality Manager. | Assessment Appeal and Reassessment Form |
| 1. Record appeal outcome
 | Academic Quality Manager | Record the appeal outcome. Maintain records according to the Academic Record Management Guide. | Appeals Register |

**QMS Details**

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| Document Owner | Academic Quality Manager |
| Responsible committee | Training Services Group |
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| Date of next review | 21 October 2026 |
| Related policies and documents | [Assessment Appeal and Reassessment Form.DOCX](https://tafewa.sharepoint.com/%3Aw%3A/r/sites/NRT_Controlled_Documents/Doc_Hub/Published_Library/Assessment%20Appeal%20and%20Reassessment%20Form.DOCX?d=w32c417c41c38438e8441f647998f4212&csf=1&web=1&e=LdppEI)<https://www.dtwd.wa.gov.au/sites/default/files/uploads/dtwd_complaintspolicy_v6.1-nov2021.pdf> International Students Complaints and Appeals Management Policy <https://www.tafeinternational.wa.edu.au> |
| Related Legislation | Education Services for Overseas Students Act 2000 National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code) National Vocational Education and Training Regulator Act 2011 Standards for Registered Training Organisations (RTOs) 2015 |