

<b>Policy Link</b>		Nil		
<b>Responsible Officer</b>		Academic Dean		
<b>Superseded Documents</b>		Academic Grievance (Appeals) Policy 2011		
<b>Associated Documents</b>		Academic Appeals Procedure Non-Academic Appeals Policy Privacy Policy Student Academic Misconduct Policy Student Handbook		
<b>Review Date</b>		July 2023		
<b>Version</b>	<b>Endorsed By</b>	<b>Authorised By</b>	<b>Approval Date</b>	<b>Effective Date</b>
2.0	The Principal	Governing Board	20/09/2018	20/09/2018

## 1. PURPOSE

This policy sets out the principles by which students may request a review of any academic decision or the interpretation and application of any academic regulation of Moore College. The right of a student to request an academic appeal is mandated in legislation such as that noted in section 6 of this policy.

## 2. BACKGROUND

This revision of the policy has considered recent legislation such as the *Higher Education Standards Framework (Threshold Standards) 2015* and other government requirements including Admissions Transparency.

## 3. SCOPE

This policy applies to all students, applicants or prospective students of the College. The policy applies to all academic matters of the College affecting any student enrolled or seeking enrolment in any course or unit of study of the College.

## 4. DEFINITIONS

This section sets out definitions for key terms and acronyms referred to in the Policy.

Term	Definition
Advanced standing	A form of credit for any previous learning.
Applicant	An applicant is a person who has already lodged an application to study a specific course.
Course	A program of learning comprising one or more units of study, or structured workplace learning that leads to the award of a qualification. (AQF, 98)
Final grade	The letter grade that is given to indicate the level of academic performance in a unit

Final mark	The aggregate of marks for all assessment items that contribute to the final result of a unit
Grade	The letter grade that is given to indicate the level of academic performance in an assessment item
International student	An international student is means a person (whether within or outside Australia) who holds a student visa. <sup>1</sup> An international student is also known as an overseas student.
Mark	The numerical mark given for the outcome of an assessment item
Prospective student	A prospective student is a person who is thinking about lodging an application to study a particular course but has not yet done so.
Research Higher Degree (RHD) Program	A postgraduate program for which the main component is an independent research thesis (as defined under levels 9 and 10 of the AQF).
Student	Student is anyone studying at any level and by any mode at Moore College.
Unit	A separate subject and a combination of units makes up a course of study.

## 5. POLICY STATEMENT

### 5.1. Academic Appeal

An academic appeal may arise from any academic decision or the interpretation or application of any published academic regulation of the College.

### 5.2. Procedural Fairness

All staff involved in resolving an academic appeal by a student have a duty to observe the principles of procedural fairness, which include the following elements:

- (i) the right of the student to a fair hearing and the right of all parties involved to be heard;
- (ii) the right not to be discriminated against because of the appeal;
- (iii) if an appeal or grievance escalates, it cannot be dealt with by any person previously involved with the grievance or appeal;
- (iv) the right of the student to be accompanied by a support person, provided that person is not a practising solicitor or barrister;
- (v) all parties must have full knowledge of the nature and substance of the appeal;
- (vi) the right to an independent decision maker; and
- (vii) the decision is based solely on the relevant evidence with all submissions considered.

### 5.3. Fees

There shall be no fees for academic appeals.

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<sup>1</sup> *Education Services for Overseas Students Act 2000 (ESOS)*, §5 Definitions.

#### 5.4. Appeal Resolution

- (i) The College shall provide four escalating levels for the resolution of academic appeals or grievances:
  - the responsible academic committee, which will be one of the Learning and Teaching Committee, the Research and Centres Committee or the Moore College Distance Education Committee;
  - the Principal;
  - the Academic Board; and
  - the External Review Officer.
- (ii) International students may appeal to the External Review Officer or the Overseas Students Ombudsman.

#### 5.5. Reporting

All reviews and their outcomes undertaken by the External Review Officer under this policy are reported annually to the Academic Board of the College.

Additional information necessary for carrying out or complying with this Policy is detailed in a separate Procedure.

### 6. LEGAL AND POLICY FRAMEWORK

This section identifies the legal and policy context within which this Policy operates and with which the Policy must conform.

- *Education Services for Overseas Students Act 2000*
- *Higher Education Standards Framework (Threshold Standards) 2015*
- *Higher Education Support Act 2003*
- *National Code of Practice for Registration Authorities and Providers of Education and Training to International Students (the National Code 2007)*.

### 7. IMPLEMENTATION

The Academic Dean is responsible for the training of faculty in the application of this policy. The Registrar is responsible for the training of administrative staff in its application.

### 8. ACKNOWLEDGEMENTS

The following documents are acknowledged in the review of this policy.

Australian Catholic University. *Student Appeals Policy*. <https://handbook.acu.edu.au/1282676> 2018-02-06.

Macquarie University. *Academic Appeals*. 1 November 2016 (Resolution 16/231)

University of Western Australia. *Review and Appeal of Academic Decisions Relating to Students*. Policy No. UP15/1. Date approved 03/12/2014.

## 9. REVIEW AND HISTORY

Version	Approved By	Approval Date	Effective Date	Sections modified
1.0	College Council	14/10/2005	14/10/2005	New policy
1.1	Governing Board	23/11/2007	23/11/2007	Addition of section on natural justice.
1.2	Governing Board	02/06/2010	02/06/2010	Amend cost of appeals to no fees apply.
1.3	Governing Board	20/07/2011	20/07/2011	Addition of appeal to Overseas Students Ombudsman for international students.
2.0	Governing Board	20/09/2018	20/09/2018	Review for conformity with current legislation, reformat original document to separate policy and procedures