



Academic Appeals and Review of Grades Policy and Procedures

Purpose

This policy delineates the procedures for addressing academic appeals, including requests to reconsider grades, at the Central Institute of Technology and Innovation (the Institute). It outlines the steps to be followed by both Institute staff and students in handling such matters.

Scope

This policy applies to all students at the Institute.

Related Documents

This policy should be read in conjunction with the following Institute documents:

- Staff Code of Conduct Policy and Procedures
- Student Code of Conduct Policy and Procedures
- Student Misconduct Policy and Procedures
- Academic Integrity Policy and Procedures
- Admissions and Enrolment Policy and Procedures
- Student Grievances, Complaints, and Appeals Policy and Procedures

All documents referenced in this policy can be accessed via the CITI website.



Definition of Key Terms

For the purpose of this Policy, the following definitions apply:

Term	Definition
Staff Member	Any person who is an employee of the Institute. This includes full-time, part-time, sessional, and casual staff.
Student	Any person enrolled as a student at the Institute. This includes enrolment in all modes of study and at all locations.
Academic appeal	Academic appeal means the formal process wherein a student requests the Institute to reconsider an academic decision it has made.
Review of Grade	Review of Grade means the process through which a student requests reconsideration of the grade they have received for a subject.
Vexatious complaint	Vexatious complaint means a complaint deliberately intended to annoy or bring distress or suffering to another person.
Unit of Study	A unit of study is an academic module which forms part of a course of study. A unit of study has a credit point value that contributes towards a course.
Unit Coordinator	A unit coordinator is responsible for providing the teaching materials and resources, as well as administering the assessment, for an individual unit of study.
Dean (Academic Head)	Dean is the title for the staff member who leads the academic departments within the Institute. The Dean reports to the Chief Executive Officer and to the relevant governing boards.
Grades	Grades are a mark indicating the quality of a student's work for a unit of study. All grades are approved by the Academic Board.



Term	Definition
Supplementary Assessment	Supplementary assessment provides an additional opportunity for a student who has not achieved a passing grade for a topic to demonstrate that they have achieved the learning outcomes of the topic by completing an additional assessment activity.

Policy Principles

The Institute acknowledges that circumstances beyond a student's control may impede their academic progress. As such, the Institute offers students the opportunity to appeal under specific circumstances. Initially, appeals are resolved informally, with formal procedures available if informal resolution is unsuccessful. Principles of procedural fairness are central to the Institute's approach to handling academic appeals.

1. **Fairness and Equity:** The Institute ensures that all students are treated fairly and equitably throughout the review of grades and academic appeals process. This principle emphasises the importance of providing equal opportunities for students to present their cases and have them considered objectively.
2. **Transparency and Accountability:** The Institute maintains transparency in its procedures related to the review of grades and academic appeals, ensuring that students understand the process and their rights. It holds itself accountable for adhering to established policies and guidelines, providing clear explanations for decisions made during the appeal process.
3. **Accessibility and Timeliness:** The Institute ensures that the review of grades and academic appeals process is accessible to all students, regardless of their background or circumstances. This principle emphasises the importance of providing clear communication channels and support mechanisms to assist students in navigating the appeals process. Additionally, the Institute



endeavours to resolve appeals in a timely manner, minimising delays and providing timely responses to students.

4. **Continuous Improvement:** The Institute is committed to continuously improving its review of grades and academic appeals process to better meet the needs of its students. This principle involves regularly reviewing and updating policies and procedures based on feedback from students and staff, as well as changes in regulatory requirements or best practices in the field. By striving for continuous improvement, the Institute aims to enhance the effectiveness and efficiency of the appeals process, ultimately benefiting students and the broader academic community.

Policy Statement

This policy underscores the Institute's commitment to fairness, transparency, accessibility, and continuous improvement in its procedures related to academic appeals.

1. Grounds for Appealing a Grade

Students may appeal a grade and apply for a review of grade if they have reason to believe one or more of the following:

- 1.1 The Unit Coordinator did not provide a Unit Outline as required.
- 1.2 The assessment requirements as specified in the Unit Outline were varied in an unreasonable way.
- 1.3 Assessment requirements specified in the Unit Outline were unreasonably or prejudicially applied to the student.
- 1.4 Due regard was not paid to the evidence of illness or misadventure.



- 1.5 A clerical error has been made in the calculation of an assessment mark or final grade.

2. Grades Ineligible for Review of Grade

- 2.1 Grades that have been assigned as a result of disciplinary action, including academic misconduct or other breaches of Institute regulations, are not eligible for appeal under the Review of Grade process. This ensures that the integrity of disciplinary outcomes is maintained and that academic standards and policies are upheld.
- 2.2 Students are encouraged to seek clarification from Student Services regarding the determination of such grades and the processes that led to their assignment, but these grades cannot be reconsidered through the formal grade review procedure.

Procedures

The following procedures apply to academic appeals and grades review.

3. Appealing a Grade

- 3.1 Students are required to initiate an appeal against a grade within five working days from the release of grades for a Unit of Study. They must complete the Student Request for Review of a Decision or Action Form (Appendix 1) within five working days of the publication of the relevant grade, outlining their reasons for reconsideration. The form must be completed and signed by the student and submitted to Student Services.
- 3.2 Students must furnish evidence to substantiate the grounds of their appeal.
- 3.3 Appeals will be considered valid only if they concern instances where the Institute has deviated from the stipulations outlined in its suite of policies.
- 3.4 Any appeals deemed vexatious or fabricated may prompt an inquiry into potential misconduct.



- 3.5 Student Services will communicate the request for an academic appeal in the first instance to the Unit Coordinator, or delegate.
- 3.6 The Unit Coordinator or delegate will attempt to resolve the matter informally through electronic or face-to-face discussion with the student within five working days. The student and Unit Coordinator are responsible for maintaining written records of these discussions.
- 3.7 The Unit Coordinator must make a decision to reject the appeal or accept the appeal.
- 3.8 If an appeal is rejected, the Unit Coordinator must complete Outcome of Student Request for Review of a Decision or Action form (Appendix 2) and return to Student Services. Student Services must notify the student of the outcome of the appeal and make a note on the student's record of the appeal and outcome.
- 3.9 If an appeal is upheld, the Unit Coordinator must complete Outcome of Student Request for Review of a Decision or Action form and return it to Student Services. Student Services must notify the student of the outcome of the appeal and make a note on the student's record of the appeal and outcome.

4. Appeal is Rejected

The outcome of an appeal may result in the rejection of the appeal. Student Services will notify the student of the outcome of the appeal.

5. Appeal is Upheld

If the appeal is upheld, the Institute may take the following actions:

- 5.1 In cases involving a miscalculation or omission of a grade, the grade will be recalculated, and a Change of Grade form must be submitted to Student



Services. Student Services will notify the student of the outcome of the appeal.

- 5.2 If the appeal concerns an assessment, a supplementary assessment may be requested. This supplementary assessment must assess the same learning outcomes as the original assessment being appealed.
- 5.3 The Unit Coordinator is tasked with developing the supplementary assessment.
- 5.4 In instances where there is a real or perceived conflict of interest, the Dean may delegate the development of the supplementary assessment to a member of the academic team possessing relevant disciplinary expertise.
- 5.5 The student must complete the supplementary assessment in the specified timeframe.
- 5.6 The supplementary assessment will be double marked by the Unit Coordinator, or delegate, and another academic staff member with relevant disciplinary expertise.
- 5.7 Student Services and the Dean will be notified of the outcome of the supplementary assessment.
- 5.8 Where applicable, the Unit Coordinator will complete a Change of Grade form and submit to Student Services.
- 5.9 Student Services will communicate the outcome of the supplementary assessment to the student.
- 5.10 The Registrar, or delegate, will communicate the outcome of the appeal to the Grade Review and Awards Committee (GRAC).

Related Legislation

This policy should be read in conjunction with the following related documents:



- [Higher Education Standards Framework \(Threshold Standards\) 2021](#)
- [Australian Qualifications Framework](#)
- [Education Services for Overseas Students Act 2000](#)
- [Commonwealth Ombudsman](#)
- [AS ISO 10002-2006 Customer Satisfaction – Guidelines for Complaints Handling in Organisations](#)

Change and Version Control

Version	Date Approved	Authored by	Approved by	Description
1.0	12/06/2024	Chief Executive Officer	Board of Directors	Corporate Policy

Policy Information

Author	Chief Executive Officer
Responsible Officer	Chief Executive Officer
Approved by	Board of Directors
Approval date	12/06/2024
Status	Approved (Current Version)
Next review due	12/06/2027

Name of Policy	Academic Appeals and Review of Grades Policy and Procedures	
Version	V1.0	
Policy: Corporate	Date: 12/06/2024	Status: Final ratified by the Board of Directors on 12/06/2024

File: Academic Appeals and Review of Grades Policy and Procedures_V1.0



Appendix 1: Request for Review of a Decision or Action

Student Request for Request for Review of a Decision or Action

Note: Before filling out this Form please refer to the Student Grievances, Complaints, and Appeals and Grievances Policy and Procedures and/or the Academic Appeals and Review of Grades Policy and Procedures, available on the CITI website.

Student Information

Type of request	<input type="checkbox"/> Complaint <input type="checkbox"/> Appeal against a decision or action <input type="checkbox"/> Grievance about a decision or action <input type="checkbox"/> Other (please specify):
Status	<input type="checkbox"/> Current student <input type="checkbox"/> Potential student
Name	
Student Number (if enrolled)	
Signature	
Date	_Click or tap to enter a date.

Overview of Complaint, Grievance, or Appeal

1. What decision or action does your complaint, appeal or grievance relate to?	
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Please describe the decision or action, indicate who made the decision or took the action, and the approximate date when this happened).	
2. What action or outcome are you seeking from your complaint/appeal/grievance?	
3. Do you agree to the Institute discussing your complaint, appeal or grievance with any staff members or students who can provide relevant information about it?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Is there any person you do not want this discussed with? If so, who?	
5. What evidence, documents, further information have you included with this request? Please list your attachments here and attach them to this request - this may include further details relating to points 1, 2 and 3 if there is insufficient space in this form.	

<u>OFFICE USE ONLY</u> (To be completed, copied, and returned to the student confidentially, including copies of any attachments provided by the student) Student: Please regard this as a receipt of your request for a review. Your Contact Officer who will keep you informed of progress, and who you can provide any additional information to is provided below.			
Name		Email	
Signature		Date	

Confidential



Appendix 2: Outcome of Student Request for Review of a Decision or Action

Outcome of Student Request for Review of a Decision or Action

Note: Before filling out this Form please refer to the Student Grievances, Complaints, and Appeals Policy and Procedures and/or the Academic Appeals and Review of Grades Policy and Procedures, available on the CITI website.

Student Information

Type of request	<input type="checkbox"/> Complaint <input type="checkbox"/> Appeal against a decision or action <input type="checkbox"/> Grievance about a decision or action <input type="checkbox"/> Other (please specify):
Status	<input type="checkbox"/> Current student <input type="checkbox"/> Potential student
Name	
Student Number (if enrolled)	
Date request received	Click or tap to enter a date.
Date request acknowledged	Click or tap to enter a date.
Complaints and Grievances Officer	
Delegated Officer	
Delegated Officer Signature	



Date of Decision	Click or tap to enter a date.
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Summary of Investigation of Complaint, Grievance, or Appeal

6. Summary of investigation of complaint, grievance, or appeal. Refer to original student application for review for a full outline of matter which was subject of complaint, appeal, or grievance	
7. Investigation process Outline detail and sequence of investigative action take. Include dates.	

Decision Outcome

Outline the decision made by the Institute

<u>OFFICE USE ONLY</u> Additional action or follow-up required/recommended:

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