

## ACADEMIC APPEALS POLICY

<b>Approving Authority</b>	Academic Board
<b>Purpose</b>	This policy outlines the grounds on which students can appeal academic decisions and sets out appeal handling processes.
<b>Responsible Officer</b>	Academic Dean
<b>Next Scheduled Review</b>	September 2026
<b>Document Location</b>	<a href="http://www.ozford.edu.au/higher-education/policies-and-procedure/">http://www.ozford.edu.au/higher-education/policies-and-procedure/</a>
<b>Associated Documents</b>	Academic Integrity Policy and Procedure Academic Progress Policy and Procedure Assessment Policy and Procedure Credit Transfer and Articulation Policy and Procedure Special Consideration Policy and Procedure Student Grievances and Appeals Policy and Procedure Student Support and Services Policy and Procedure Academic Appeals Procedure

### 1. PRINCIPLES

Ozford Institute of Higher Education (hereafter referred to as “the Institute”) is committed to resolving student complaints and grievances and providing a formal mechanism for students to appeal against academic decisions which they consider to be unfair.

### 2. SCOPE

This policy applies to appeals by students exclusively against academic issues such as:

- the outcome of a review of grade;
- penalty for academic misconduct and plagiarism;
- refusal of an application for course credit; and/or
- failure to maintain satisfactory academic progress.

All other grievances and complaints are considered under *Student Grievances and Appeals Policy and Procedure*.

### 2. DEFINITION

#### ***Academic Misconduct***

Academic misconduct refers to cheating, plagiarism and any other conduct by which a student seeks to gain an academic advantage for them or for any other person which they are not entitled to; or where this conduct unfairly disadvantages another student. Academic misconduct is a breach of Academic Integrity, intentional or unintentional. It involves any activities and practices that:

- Undermine the integrity of assessments;
- Misrepresent academic outcomes; or
- Seek to gain an unauthorised or unfair academic advantage over others.

Examples of such breaches are cheating, contract cheating, plagiarism, submitting an assessment prepared by others or by Artificial Intelligence (AI), collusion, copying from other persons' work, cheating in exams, fabrication or falsification of information, and offering or accepting bribes or favours for grades or admission.

### ***Credit***

Credit is the value assigned to recognise equivalence in content and learning outcomes between different types of learning and/or qualifications. The credit can reduce the amount of learning required to achieve a qualification through credit transfer, articulation, RPL or advanced standing (source: AQF Credit Transfer: An Explanation). Credit is granted by applying the criteria specified in the ***Credit Transfer and Articulation Policy***.

### ***Credit Transfer***

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications (source: AQF Credit Transfer: An Explanation).

### ***Compassionate and compelling***

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury where a medical certificate states that the student is unable to attend class;
- bereavement for the death of close family members such as parents or grandparents (documented evidence must be provided);
- serious illness, accident or family incident which requires immediate travel which has impacted the student to studies;
- the inability to begin study on the course commencement date stated on the CoE due to delay in receiving a student visa;
- major political upheaval or natural disaster in the home country requiring their immediate travel and this has impacted on the student's studies;
- a traumatic experience supported by police or psychologist's reports which could include but is not limited to:
  - involvement in or witnessing of an accident; or
  - a crime committed against the student; or
  - the student being a witness to a crime and this has impacted on the student.

Notes:

- misreading the examination timetable, examination anxiety or returning home will not be accepted as Compassionate and Compelling circumstances;
- religious or faith-based issues are not in themselves grounds for special consideration. However, they may be used in support of an application that meets the Compassionate and Compelling circumstances set out above.

### ***Course Credit***

Course Credit is a credit transfer when one tertiary provider recognises the credits gained from another tertiary provider and allows this to count towards the student's new qualification.

## 4. POLICY

- 4.1 Students can appeal against the Institute's decisions on:
- the outcome of a review of grade;
  - a penalty for academic misconduct and plagiarism;
  - the refusal of an application for course credit; and/or
  - the failure to maintain satisfactory academic progress.

### Hearing of an Academic Appeal

- 4.2 The Student Academic Appeals Committee will hear appeals on grounds listed under 4.1 of this policy.

### Student Discipline and Appeals Committee

- 4.3 The Student Academic Appeals Committee will consist of the Academic Dean (or nominee) as Chair, and at least two members of the academic teaching staff (fixed term or casual) not directly implicated in the appeals request.

### Assessing the Grounds for an Appeal

- 4.4 The Chair of the Student Discipline and Appeals Committee shall within 5 working days of receipt, meet with the Academic Dean (if the Academic Dean is not the chair) to consider the appeal in order to determine whether it should be:
- heard and a determination made;
  - returned to the originator of the academic decision for reconsideration if further information has been provided which was not available at the time of the decision;
  - rejected.

### Rejection of an Academic Appeal

- 4.5 An appeal application may be rejected on the basis of one or more of the following grounds:
- there is no reasonable ground of appeal;
  - no new information or different grounds have been demonstrated by the student;
  - failure to submit the appeal on time and on the correct application form.

### Decision of the Student Discipline and Appeals Committee

- 4.6 The outcome of the appeal and grounds for the outcome will be recorded in writing and signed and dated by the Student Academic Appeals Committee and placed in the student file.
- 4.7 Students will be provided with details of external authorities they may approach, if they are not satisfied with the outcome of the appeals process as set out in this policy.

### External Appeals

- 4.8 Students may seek assistance from an external authority if they are not satisfied with the appeals procedure and its decisions. Students will be provided with details of external authorities they may

approach and will be advised that the purpose of the external appeal process is to consider whether the Institute has followed its policies and procedure, rather than make a decision in place of the Institute.

- 4.9 The Institute will maintain records of all academic appeals lodged under this policy and their outcomes in the student file. The records will be made available for any external review processes upon request.
- 4.10 The Institute will consider all outcomes from formal complaints and appeals. If the result of the appeal is favourable to the student, the Institute will immediately implement the decision, and take necessary corrective or preventative action, if applicable.

## Reporting and Monitoring

- 4.11 A report will be prepared each trimester for the Academic Board on the academic appeals and learning from the outcomes of the appeals.

## 5. QUALITY ASSURANCE

To ensure that this policy is fit for purpose and meets the requirements of the HES Threshold Standards the policy will be:

- 5.1 internally endorsed by the Executive Management Team on development or review, prior to approval by Governing Board, or the Academic Board or other delegated authority;
- 5.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier); and
- 5.4 referenced to the applicable HES threshold Standard and/or other legislation/regulation.

## 6. FEEDBACK

Feedback and comments on this policy are welcomed by the listed responsible officer(s) of the Institute.

## 7. ACKNOWLEDGEMENT

This policy was developed with reference to the following:

- CQUniversity, Academic Appeals Policy and Procedure, 2022 ([Academic Appeals Policy and Procedure \(stylelabs.cloud\)](#))
- Griffith University, Student Review and Appeals Policy, 2021 ([Student Review and Appeals Policy \(windows.net\)](#))
- Avondale College of Higher Education, Appeal Policy (Academic ), 2023 ([Appeal Policy \(Academic\) - Avondale Policies - Confluence \(atlassian.net\)](#))
- TEQSA, Guidance note: Grievance and complaint handling, Version 1.1, 2019 ([Guidance note: Grievance and complaint handling | Tertiary Education Quality and Standards Agency \(teqsa.gov.au\)](#))

## 7. VERSION CONTROL

Version	Date approved	Description	Approved by
1.0	5 December 2013	Initial issue	AB
Revised - V2	27 July 2015	Aligning with new HESF standard.	AB
Revised – V3	5 June 2018	Reflecting the requirements of the HESF standards and changes in academic leadership structure	AB
3.1	November 2022	Internal review	AB
3.2	June 2023	Internal review	AB
3.3	September 2023	Internal review – minor formatting changes and add external referencing	EMT
Related legislation/ regulation/standard	Tertiary Education Quality and Standards Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 Education Services for Overseas Students Act (ESOS) 2000 Education Services for Overseas Students Regulations 2019 The National Code of Practice for Providers of Education and Training to Overseas Students 2018		

Notes:

AB = Academic Board

EMT = Executive Management team