

ACADEMIC APPEALS PROCEDURE

Approving Authority	Executive Management Team
Purpose	This procedure outlines the grounds on which students can appeal academic decisions and sets out appeal handling processes.
Responsible Officer	Academic Dean
Next Scheduled Review	September 2026
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated Documents	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 Policy

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

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

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

3. DEFINITIONS

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.

Grade

A grade is the descriptor given as a result of an evaluation of assessment tasks and is based on a percentage score.

Plagiarism

Plagiarism refers to claiming someone else's ideas or words to be one's own without acknowledging the source. Plagiarism is one form of academic misconduct, and students and staff are expected to avoid it by doing their own work, acknowledging all sources of information and ideas and acknowledging all group members when group work is concerned.

Unsatisfactory Academic Progress

Unsatisfactory progress occurs where a student in two consecutive compulsory study periods fails more than 50% of the units in which the student has been enrolled.

4. PROCEDURE

Procedures for the submission of Academic Appeals are as listed below:-

- 4.1 Students who wish to appeal an academic matter must submit the appeal in writing using the Academic Appeals Application Form. This form must be lodged with the Academic Dean within 10 working days of the receipt of an official notification from the Institute of the decision they wish to appeal against. All supporting documents must be submitted with the appeals application.
- 4.2 The Academic Dean will determine whether the appeal be heard or rejected on the grounds mentioned in section 4.1 of the policy.
- 4.3 The Academic Dean will set up a Student Discipline and Appeals Committee and arrange a date and time for a hearing if the application is considered valid.
- 4.4 All parties to the hearing will be notified in writing about the date and time of such hearing.
- 4.5 The student is allowed to bring another person (mentor or guardian or the student representative in the Academic Board), other than a lawyer. The hearing shall take place with full confidentiality.
- 4.6 The student's enrolment must be maintained whilst the appeal is in progress and the outcome has not been determined.

Decision of the Student Discipline and Appeals Committee

- 4.7 The outcome of the appeal and the grounds for the outcome will be recorded in writing and signed and dated by the members of the Student Discipline and Appeals Committee and placed in the student file.
- 4.8 The decision of the Student Discipline and Appeals Committee will be communicated to the student in writing within 5 working days of the hearings, unless the Student Discipline and Appeals Committee decides that additional investigations, information or monitoring are required. In this case the student will be advised of the decision within 5 working days of the Student Discipline and Appeals Committee reaching a decision.

- 4.9 The decisions of the Student Discipline and Appeals Committee will be actioned upon by all parties if the decision is accepted by the student.
- 4.10 The student will have five working days from the date of communication of the committee decisions to inform in writing to the Academic Dean whether the decision is accepted or the student wishes to approach an external authority for appeal.

External Appeal

- 4.11 Students may seek assistance from a formal external authority if they are not satisfied with the appeals procedure and its decisions.

For overseas students on student visa

OVERSEAS STUDENT OMBUDSMAN (OSO)

Level 6, 34 Queen Street

Melbourne Victoria 3000

Phone: 1300 362 072

Website: <https://www.ombudsman.gov.au/complaints/international-student-complaints>

The OSO is a free service.

For domestic Australian students

Resolution Institute

Phone: 02 9251 3366

Address: Level 1, 13 -15 Bridge St, SYDNEY 2000

Website: <https://www.resolution.Institute/contactus>

Reporting and Monitoring

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

5. QUALITY ASSURANCE

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

- 5.1 internally approved by the Executive Management Team on development or review
- 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 or comments on this procedure is welcomed by the listed Responsible officers of the Institute.

7. ACKNOWLEDGEMENT

This procedure 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 \(teqsa.gov.au\)](#))

8. VERSION CONTROL

Version	Date approved	Description	Approved by
3.0	5 June 2018	Initial issue	EMT
3.1	November 2022	Internal Review	EMT
3.2	June 2023	Internal Review	EMT
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		

Note. EMT= Executive Management Team.