

ACADEMIC APPEALS POLICY

Approving authority	Academic Board
Purpose	This policy outlines the grounds on which students can appeal academic decisions and sets out appeal handling processes.
Responsible Officer	Academic Dean
Next scheduled review	June 2021
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 Student Grievances and Appeals Policy and Procedure Student Support & Services Policy and Procedure Academic Appeals Procedures

1. PRINCIPLES

Oxford 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 Academic Appeals Policy applies to appeals by students exclusively against academic issues such as:

1. the outcome of a review of grade;
2. penalty for academic misconduct and plagiarism;
3. refusal of an application for course credit;
4. failure to maintain satisfactory academic progress.

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

3. DEFINITIONS

i. 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.

ii. Credit

Credit is the value awarded in recognition of the equivalence of the content and learning outcomes of different qualifications.

iii. Credit Transfer

Credit transfer is the process by which equivalency of the learning outcomes of prior study is identified, given a credit value and transferred into an Institute qualification where credit is sought.

iv. 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.

v. Grade

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

vi. Plagiarism

Plagiarism is the use of someone else's ideas or words as if they were your own. Plagiarism is one form of academic dishonesty, and students are expected to avoid it by: doing their own work when independent work is required; acknowledging all sources of information and ideas; and acknowledging all group members when group assignments are required.

vii. Unsatisfactory Academic Progress

Satisfactory Academic Progress is a standard used to measure a student's successful completion of coursework toward a degree. 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. POLICY

- 4.1 Students can appeal against the Institute's decisions on:
- 4.1.1 the outcome of a review of grade;
 - 4.1.2 a penalty for academic misconduct and plagiarism;
 - 4.1.3 the refusal of an application for course credit;
 - 4.1.4 the failure to maintain satisfactory academic progress.
- 4.2 Hearing of an academic appeal
- 4.2.1 The Student Academic Appeals Committee will hear appeals on grounds listed under 4.1 of this policy.
- 4.3 Student Discipline and Appeals Committee
- 4.3.1 The Student Academic Appeals Committee will consist of the Academic Dean (or nominee) as Chair, relevant Head of Department and at least one member of the academic teaching staff (fixed term or casual) not directly implicated in the appeals request.
- 4.4 Assessing the grounds for an appeal
- The Chair of the Student Discipline and Appeals Committee shall within 5 working days of receipt, meet with the Academic Dean (if the Dean is not the chair) to consider the appeal in order to determine whether it should be:
- 4.4.1 heard and a determination made;
 - 4.4.2 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;
 - 4.4.3 rejected.
- 4.5 Rejection of an academic appeal
- An appeals application may be rejected on the basis of one or more of the following grounds:
- 4.5.1 there is no reasonable ground of appeal;
 - 4.5.2 no new information or different grounds have been demonstrated by the student;
 - 4.5.3 failure to submit the appeal on time and on the correct application form.
- 4.6 Decision of the Student Discipline and Appeals Committee:
- 4.6.1 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.
 - 4.6.2 students will be provided with details of external authorities they may approach, if they are not satisfied with the outcome of the appeals process (Refer to Clause 4.7 below).
- 4.7 External Appeals
- Students may seek assistance from a formal external authority if they are not satisfied with the appeals procedure and its decisions.

For international students the external authority for appeals is the Commonwealth Ombudsman. It can investigate complaints about problems that any intending, current and former students have with private schools, colleges, universities and other education providers in Australia. The Overseas Students Ombudsman is a specialist role of the Commonwealth Ombudsman. The contact details of the Commonwealth Ombudsman are:

Commonwealth Ombudsman
 Level 6, 34 Queen Street
 Melbourne Victoria 3000
 Phone: 1300 362 072
 URL: <http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

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).
- 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 officers of the Institute.

7. ACKNOWLEDGEMENTS

This policy was initially developed with reference to the relevant policies and procedures of the following institutions:

CQUniversity, *Academic Appeals Procedures*, December 2013

Griffith University, *Student Grievances and Appeals Policy*, December 2013

Avondale College of Higher Education, December 2013

8. 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	
Related legislation/ regulation/standard	HES Threshold Standards (2015) 2.4 (Student Grievances and Complaints)		