

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	June 2021
Document Location	http://www.oxford.edu.au/higher-education/policies-and-procedures/
Associated documents	Academic Appeals Policy Academic Integrity Policy and Procedure Academic Progress Policy and Procedure Assessment Policy and Procedure Credit Transfer and Articulation Policy and Procedure Student Complaints and Grievance Resolution Policy and Procedure Student Support & Services Policy and Procedure

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 Procedure 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 Complaints and Grievance Resolution Policy

3. DEFINITIONS

3.1 *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.

3.2 *Credit*

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

3.3 *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 the Institute qualification where credit is sought.

3.4 *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.

3.5 *Grade*

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

3.6 *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.

3.7 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 subjects in which the student has been enrolled.

4. PROCEDURES – Academic Appeals

- 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 20 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.

5. DECISION OF THE STUDENT DISCIPLINE AND APPEALS COMMITTEE

- 5.1 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.
- 5.2 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.
- 5.3 The decisions of the Student Discipline and Appeals Committee will be actioned upon by all parties if the decision is accepted by the student.
- 5.4 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.

6. EEXTERNAL APPEAL

- 6.1 Students may seek assistance from a formal external authority if they are not satisfied with the appeals procedure and its decisions.
- 6.2 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>

7. QUALITY ASSURANCE

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

- 7.1 internally approved by the Executive Management Team on development or review
- 7.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 7.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier).
- 7.4 referenced to the applicable HES threshold Standard and/or other legislation/regulation.

8. FEEDBACK

Feedback or comments on this procedure is welcomed by the listed Responsible officers of the Institute.

9. VERSION CONTROL

Version	Date approved	Description	Approved by
3.0	5 June 2018	Initial issue	Executive Management Team
Related legislation/ regulation/standard	HES Threshold Standards (2015) 2.4 (Student Grievances and Complaints)		