
Title:	Document Number: MOPO 8-3-1/02-06
Student Assessment Appeals Policy	Custodian: Community College Manager

The aim of this Assessment Appeals Policy is to ensure that MADEC students have the right to appeal against decisions concerning academic or administrative matters in a fair and equitable manner and clear assessment appeal mechanisms exist. MADEC will:

- Provide an effective and acceptable means for students to bring problems and complaints relating to student assessments to the attention of management.
- Ensure MADEC's students are provided with a means to raise issues regarding assessments that affect them. These include issues which they perceive as being unjust, irrational or discriminatory.
- Ensure that MADEC students have the right to appeal against decisions concerning academic or administrative matters in a fair and equitable manner and that clear appeal mechanisms exist (also refer to the Student Assessment Appeals Procedure).

All parties to an assessment appeal should have the opportunity to present their case formally and have it considered. Any appeal made against a member of the Community College should be made known to the individual concerned. A member of the Community College who initiates or is involved in an assessment appeals process is not to be discriminated against because of their involvement.

Students shall be provided with the opportunity to review and to question their

- Assessment methods and procedures by which a student's progress and performance is measured
- Denied or incorrect enrolment
- Denied or incorrect placement
- Denied recognition of prior learning application
- Fees, charges, levies, fines or refund
- Training and academic status
- Unsuccessful admission or selection to a new course.

A student has the right of appeal against any disciplinary action. This policy and related procedures must be made accessible to all students. To assure prompt attention, assessment appeals should be submitted within five working days of the event prompting the appeal.

External Agencies

If the student is dissatisfied with the outcome of this process, or if for some reason the student believes they cannot raise the issue with MADEC, they can:

1. Request external assistance from mediation services or other agencies. Sunraysia Skills Centre is MADEC's primary agency for mediation services
2. Contact the National Training Complaints Hotline Phone: 1800 000 674
3. Complaints about MADEC actions and decisions can be made to the Victorian Ombudsman [<http://www.ombudsman.vic.gov.au>]. The Ombudsman is, generally, the office of last resort. If steps laid down in this policy have not been followed, the Ombudsman may ask to do so before accepting complaints.

Review

This policy will be reviewed on a periodic annual basis (or more frequently as required – from audit, complaints, and non-conformances) or as new or changing processes, technologies, or products or customer requirements are introduced.

Reviewed 21.01.09 Authorised by Community College Manager

Reviewed 18.01.10 Authorised by Community College Manager

Reviewed 24.12.10 Authorised by Community College Manager

Custodian

David Zacher
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