

Academic Appeals Procedure

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1. Introduction

1.1 Purpose

This procedure aims to provide the process for management of student and trainee academic appeals.

1.2 Scope and context

This procedure applies to all Mater Education students and trainees and team members responsible for making academic decisions e.g. academic progress or an assessment outcome including when a student is deemed not competent in a unit of competency.

Procedural fairness (sometimes referred to as natural justice) is adopted at every stage of the appeal process which is to ensure that decisions are fair and correct.

This procedure does not apply to appeals resulting from decisions made regarding non-academic matters.

This procedure does not apply to extension requests or additional attempts for assessments.

For persons enrolled who are or would be entitled to a VET Student Loan refer to the Mater Education Limited (MEL) Complaints and Appeals Procedure.

Where the Senior Manager Certificate Programs is mentioned, this relates to Certificate II, III and IV programs. Senior Manager Diploma of Nursing & Head of Discipline relates to accredited nursing programs.

1.3 Governing policy

MPPL-01189 MEL Assessment System Procedure

2. Procedure requirements

The following procedures are to be followed.

2.1 Responsibilities

The Education Leads are responsible for resolution of stage one of the Academic Appeals process. The Senior Manager Certificate Programs or Senior Manager Diploma of Nursing & Head of Discipline is responsible for resolution of stage two of the Appeals Process. The Senior Manager Certificate Programs or Senior Manager Diploma of Nursing & Head of Discipline may delegate responsibility for the resolution of the appeal as appropriate.

2.2 Grounds for appeal

Valid grounds for an appeal against an academic decision (where the student or trainee feels the academic decision is incorrect) could include the following:

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- a. the judgement of poor academic progression in the course was not appropriate;
- b. the judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- c. the outcome of a credit transfer application;
- d. the outcome of an application for recognition of prior learning at each stage;
- e. only after a second attempt at an assessment had been undertaken and the result is the same;
- f. the judgement was not made in accordance with the assessment plan;
- g. alleged wrong information from the assessor regarding the assessment timing and/or process;
- h. alleged inappropriate assessment process for the particular assessment;
- i. faulty or inappropriate equipment; and/or
- j. inappropriate conditions.

2.3 Appeals process – stage one

All appeals shall follow the below process:

- a. Appeals are to be made in writing to mel@mater.org.au as soon as practicable i.e., capable of being done but within three (3) working days after notification of the assessment decision.
- b. Further detail may be provided by the appellant verbally.
- c. The appeal is delegated to the relevant Education Lead to resolve.
- d. Appeals are to be resolved within seven (7) calendar days of the initial application.
- e. The appellant will be advised in writing of the outcome of their appeal, within three (3) working days of the resolution.

2.4 Appeals process – stage two

Following the outcome of stage one, should the appellant not agree with the outcome, the appellant can seek a review of the decision by writing to the Senior Manager Certificate Programs or Senior Manager Diploma of Nursing & Head of Discipline as soon as practicable, i.e. within three (3) working days of notification of the appeal decision.

The Senior Manager Certificate Programs or Senior Manager Diploma of Nursing & Head of Discipline or their delegate will conduct all necessary consultations with the parties and other relevant persons and make a determination of the appeal. The appellant will be advised in writing of the outcome of their appeal, including the reasons for the decision within seven (7) working days of resolution of the appeal.



2.5 Complaints against Registered Training Organisations

The Australian Skills Quality Authority (ASQA) no longer investigates and substantiates individual complaints received. This means, ASQA will not act on individual complaints. ASQA does not provide an outcome and complainants will only be contacted if further information is required. To have a complaint about Mater Education investigated by ASQA complainants should go to ASQA's online portal, "asqaconnect", at <https://asqaconnect.asqa.gov.au/>. This should only occur where a complaint has not been resolved following Mater Education's appeals process.

The Queensland Training Ombudsman provides a free, confidential and independent service to review and resolve enquiries and complaints from trainees and students about the vocational education and training (VET) system. The Queensland Training Ombudsman can be contacted on phone 1800 773 048 or email info@qto.qld.gov.au or go the website trainingombudsman.qld.gov.au.

The Commonwealth Ombudsman provides a free, independent and impartial services to resolve enquiries and complaints from VET Student Loans. The VSLO can be contacted on phone 1300 362 072 or go to the website: <https://www.ombudsman.gov.au/vslo>.

2.6 Records management

Records of all appeals and their outcomes are maintained securely in the appeals register.

Records of appeals will include:

- a. How the appeal was dealt with;
- b. The outcome of the appeal;
- c. The timeframes for resolution of the appeal;
- d. The potential causes of the appeal; and
- e. The steps taken to resolve the appeal.

All documentation from appeals processes are maintained in accordance with MEL's Records Management Policy.

2.7 Continuous improvement

Areas of improvement identified as part of the appeals process are to be actioned in line with MEL's Quality Management System.



3. Definitions

Term	Definition
Academic decision	is a decision that affects your academic assessment or progress within your course
Appeal	an application to a senior responsible officer for an academic decision to be reversed
Appellant	a person appealing an academic decision
Assessment	means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package

4. Related documents

Mater documents

- MPPL-04260 Information Policy - State Wide
- MPPL-04806 Corporate Records Management Standard
- MPPL-04304 MEL Quality Management System Policy
- MPPL-00772 Mater Education Complaints and Appeals Procedure

External documents

- Standards for Registered Training Organisations (RTOs) 2015
- Skills Assure Supplier Agreement
- VSL Manual for Providers



5. Document information

5.1 Earlier revisions

Revision #	Published date	Comment
1.	18 Apr 2019	First version (Document ID: PR-MEL-040038)
2.	07 Aug 2020	Revised
2.1	17 Dec 2020	Reference to Head of Learning and Development replaced with General Manager Education and Training
2.2	01 Feb 2022	Administrative update: transferred to current template, removed old metadata, updated MPPL document code if applicable; no changes to review cycle, next review due Aug 2023
3	20 Apr 2022	Content reviewed
3.01	19 Sep 2022	Administrative update: transferred to the latest template
3.02	18 May 2023	Content reviewed with minor update in section 2.1 and 2.4; administrative update to metadata (area and function)
4	07 Sep 2023	Content reviewed, updated to reflect HoD for DoN appeals and new doc owner role
4.01	03 Jul 2024	Content revised in section 2.2 added c and d
4.02	14 Oct 2024	Administrative update to reflect the roles and structural changes

5.2 Key contacts

Author	Manager of Quality and Compliance
Owner	Director of Education and Training
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Committee	n/a

Affirmation

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