

STUDENT APPEALS POLICY

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1. Appeals related to unit assessment

- (a) Where a student is dissatisfied with the assessment of an assignment and/or an examination result the student must approach the Unit Coordinator in the first instance to discuss and/or request review of that assessment. In case of review, the student must present a case in writing arguing that the original marking was unfair or inconsistent with marking guidelines. If there is conflict between the student and the staff member concerned, the student is entitled to have an independent member of the UNE community present at the feedback meeting or, if a face-to-face meeting cannot occur, observing the discussion. It is the normal expectation that such review will resolve most appeals against assessment within a particular unit.
- (b) The request for a review must be made within ten days of the release of the original marked assessment or final grade, or if the request for a review relates to an examination result, within twenty days of the release of the result.
- (c) If the student remains dissatisfied the student may appeal in writing, within twenty days of the release of notification of the outcome, to the relevant Head of School (or, if the Head of School is the Unit Coordinator, to the faculty Academic Director). The Head of School will discuss the case with the Unit Coordinator/Supervisor concerned and investigate:
 - i. whether the student's case demonstrates that the original marking was unfair, inappropriate or inconsistent with marking guidelines; and/or
 - ii. whether there is any evidence that the performance in the unit by the entire unit class suggests a generic issue with the unit's design or conduct. In reaching the decision as to unit class performance the Head of School may, at his/her own discretion, consult with disciplinary colleagues at UNE or at other universities.As a result of the investigation the Head of School may:
 - iii. uphold or dismiss the appeal and report the outcome of the appeal to the student in writing within twenty days of the date of the appeal; or
 - iv. determine that the original assessment should be set aside and substituted with a new assessment for the entire unit class.
- (d) If the student is dissatisfied with the outcome of the process or the process followed, the student may lodge a subsequent appeal in writing with the Pro Vice-Chancellor and Dean within twenty days of the date of the letter of advice. The Pro Vice-Chancellor and Dean will uphold or dismiss the appeal and report the outcome of the appeal to the student in writing within twenty days of the date of the appeal.

2. Appeals related to assessment of practical and/or professional work experience

- (a) Where a student is dissatisfied with the assessment of practical work and/or professional experience units, the student must approach the appropriate faculty Academic Director or Associate Dean (Teaching and Learning) [revise as appropriate]. In the case of work that is assessed in full or in part off-campus, a detailed report will be sought from the mentor/supervisor at the location where the practical

work/professional experience was conducted. The faculty Academic Director or Associate Dean (Teaching and Learning), as described above in this paragraph, will review this report with the student. It is the normal expectation that such review would resolve most appeals against assessment within a particular unit.

- (b) Appeals against assessments of practical work and/or professional experience units must be made within twenty days of the assessment being released to the student, subject to otherwise stated appeal deadlines.
- (c) If the student remains dissatisfied following consultation with the appropriate faculty Academic Director or Associate Dean (Teaching and Learning) the student may appeal in writing, within twenty days of the release of notification of the outcome, to the Head of School. In considering such an appeal the Head of School will discuss the case with the relevant faculty member concerned, and if applicable, with the mentor/supervisor at the location where the practical work/professional experience was conducted. The Head of School will uphold or dismiss the appeal and will report the outcome to the student in writing within twenty days of the date of the appeal.
- (d) If the student is dissatisfied with the outcome of the appeal or the process followed, the student may lodge a subsequent appeal in writing with the Pro Vice-Chancellor and Dean within twenty days of the date of the letter of the advice. The Pro Vice-Chancellor and Dean will uphold or dismiss the appeal and report the outcome of the appeal to the student in writing within twenty days of the date of the appeal.

3. Appeals against the application of faculty policies

- (a) Where a student wishes to appeal against a decision in regard to the application of faculty policy, the appeal must be made in writing to the Faculty Academic Director or Associate Dean (Teaching and Learning). The student must present a case demonstrating that faculty policy was not applied correctly.
- (b) Appeals against the application of faculty policy must be made within twenty days of the original decision being released to the student, subject to otherwise stated deadlines.
- (c) In considering such an appeal, the Faculty Academic Director or Associate Dean (Teaching and Learning) will discuss the case with the faculty member concerned. The Faculty Manager (Academic) or Faculty Academic Coordinator will dismiss or uphold the appeal and will report the outcome of the appeal to the student in writing within twenty days of the date of the appeal.
- (d) If the student is dissatisfied with the outcome of the appeal or the process followed, the student may lodge a subsequent appeal with the Pro Vice-Chancellor and Dean in writing within twenty days of the date of the letter of advice. The Pro Vice-Chancellor and Dean will dismiss or uphold the appeal and report the outcome to the student in writing within twenty days of the date of the appeal.

4. Appeals related to special examinations, special extensions of time, and exclusion.

- (a) Where a student wishes to appeal against a decision in relation to a special examination, special extension of time or exclusion, the appeal must be made in writing to the Head of School. In considering such an appeal the Head of School will discuss the case with the Academic Director or Associate Dean (Teaching & Learning). The Head of School will uphold or dismiss the appeal and report the outcome to the student in writing within twenty days of the date of the appeal.
- (b) Appeals against a decision in relation to a special examination, special extension of time or exclusion must be made within twenty days of the original decision being released to the student, subject to otherwise stated deadlines.
- (c) If the student is dissatisfied with the outcome of the appeal or the process followed, the student may lodge a subsequent appeal in writing with the Pro Vice-Chancellor and Dean within twenty days of the date of the letter of advice. The Pro Vice-Chancellor and Dean will uphold or dismiss the appeal and report the outcome of the appeal to the student in writing within twenty days of the date of the appeal.

- 5. Appeals related to Bachelor with Honours assessment of dissertations/theses**
- (a) Where a student wishes to appeal against the result of a dissertation/thesis component of a Bachelor with Honours degree the appeal must be made in writing to the Honours Coordinator of the relevant School or Discipline. The relevant Honours Committee will consider the appeal. Where the supervisor is a member of the Honours Committee, an alternate must be appointed to the Committee.
 - (b) Appeals against the result of an Honours dissertation/thesis must be made within twenty days of the result being released to the student.
 - (c) In considering such an appeal the committee will examine the reports from examiners. The Honours Committee may seek the views of an additional examiner, if required. The Honours Committee will uphold or dismiss the appeal and report the outcome to the student in writing within twenty days of the date of the appeal.
 - (d) If the student is dissatisfied with the outcome of the appeal or the process followed, the student may lodge a subsequent appeal with the Pro Vice-Chancellor and Dean within twenty days of the date of the letter of advice to the student. The Pro Vice-Chancellor and Dean will uphold or dismiss the appeal and will advise the student in writing within twenty days of the date of the appeal.
- 6. Appeals against results for graduate diploma and non-research masters dissertations/theses**
- (a) The rules of the Faculty governing examination of dissertations/theses contain detailed information on the examination process. The appeals procedure for failed dissertations/theses is outlined in the Faculty rules.
 - (b) Should an appeal be received in regard to a non-failed result for a graduate diploma or non-research masters dissertation/thesis, it will be referred to the relevant Head of School for consultation with the examiners. The outcome will be reported to the relevant Committee.
 - (c) The relevant Committee will consider the appeal submission and the Head of School report, uphold or dismiss the appeal and report the outcome to the student in writing within twenty days of the date of the appeal.
 - (d) Appeals against a non-failed result for a dissertation/theses must be made within twenty days of the result being released to the student, subject to otherwise stated appeal deadlines.
 - (e) If the student is dissatisfied with the outcome of the appeal or the process followed, the student may lodge a subsequent appeal with the Pro Vice-Chancellor and Dean within twenty days of the date of the letter of advice to the student. The Pro Vice-Chancellor and Dean will uphold or dismiss the appeal and will advise the student in writing within twenty days of the date of the appeal.
- 7. Appeals to the University Ombudsman**
- Where a student believes that the process detailed above has not been complied with, the student may appeal to the UNE Ombudsman for an administrative review. The UNE Ombudsman will receive and make findings only on matters of due process, not upon the substance of the appeal.
- 8. Application**
- In the event of a conflict between this policy and any rule, policy or practice of a faculty or school, this policy shall take precedence.
- 9. Interpretation**
- In this policy, *days* means calendar days not working days.