

Manage Assessment Appeals

Written Direction No. WDETG19307

Approved by: Chief Education and Training Officer

Approval Date: 7 March 2019

Effective From: 22 March 2019

1. Introduction

This procedure outlines the process for managing an assessment appeal requested by a student.

2. Purpose

This procedure ensures that TAFE NSW has a consistent process for managing assessment appeals.

Note: All students have the right to appeal an assessment decision where they feel the assessment process was unfair or that the decision made by the assessor does not accurately reflect their competence or grade of achievement. This procedure includes an appeal of the outcome of an assessment of evidence provided for recognition of prior learning (RPL).

Appeals against an assessment decision must be lodged within **14 working days** of formal notification of the result of the assessment.

3. Scope

Assessment Appeals include an appeal of an assessment result, how an assessment was conducted as well as an appeal of the outcome of an assessment of evidence provided for recognition of prior learning (RPL). This procedure does not address student complaints and feedback which are managed via a separate process under the Complaints Management Policy.

This procedure applies to the following TAFE NSW roles:

- a. Teacher/Assessor
- b. Head Teacher
- c. Peer Reviewer
- d. Team Leader
- e. Head of Skills Team
- f. Student Services Officer

4. Procedure

Receive appeal request

1. This procedure starts when a student requests a review or appeal regarding an assessment event or the decision regarding their application for RPL.
2. The student can approach the relevant Head Teacher or a Student Services Officer at their local Campus. They can also initiate an Assessment Appeal via email: AssessmentAppeals@tafensw.edu.au.
3. On receiving the request, the Head Teacher acknowledges the request for review or appeal via email within 2 working days, providing the student with an Assessment Appeal Form. The Head Teacher contacts the student and conducts an initial conversation explaining the appeals procedure and clarifying any feedback on the assessment result with the student. If the student decides not to proceed with the appeal, the request is discontinued.
4. If the student decides to proceed, they complete and sign the Assessment Appeal Form and provide it to the Head Teacher or send to email: AssessmentAppeals@tafensw.edu.au.

Review assessment

5. On receiving the Assessment Appeal Form, the Head Teacher advises the relevant Teacher/Assessor of the appeal and interviews the Teacher/Assessor to clarify the evidence gathered in relation to the assessment.
6. The Head Teacher works with the Teacher/Assessor to check that the relevant results have been accurately recorded at each stage and ensures that no administrative errors have been made in the entry, processing or recording of marks.
 - 6.1 If administrative errors are detected that will alter the assessment outcome, the results are amended by the Teacher/Assessor and the Head Teacher advises the Student in writing of the updated result.
7. The Head Teacher assigns a Peer Assessor/Teacher to review the assessment process and result. The Peer Assessor should not be from the teaching section in which the student is enrolled but should be from the same vocational area.
8. The Peer Assessor/Teacher reviews the assessment tool and the student's evidence to determine the validity of the outcome, records the review outcome, and forwards the review outcome to the Head Teacher.

Take appropriate action

9. The Head Teacher determines the appropriate response:
 - 9.1 If the appeal is valid, the Head Teacher chooses one of the following:
 - 9.1.1 The assessment result is amended and advises the Teacher/Assessor and the Student of the outcome. The student must be advised of the outcome in writing. (go to Step 11)
 - 9.1.2 Alternative evidence of achievement is considered. The student is requested to provide this evidence. The Peer Assessor/Teacher reviews the alternative evidence and records the outcome of their review (go back to Step 8).

9.1.3 If additional assessment is considered for a valid appeal, this is to be carried out in line with the TAFE NSW Assessment Guidelines WD no. WDETG18411 and the Procedure for Repeat Enrolment of a Unit of Competency WD No. WDCSG420170001. A resit of an assessment event may be granted within the original enrolment period without charging fees. If the repeat/additional assessment is conducted outside the enrolment period, a commercial fee may be charged.

9.1.4 If the appeal is invalid, the assessment result is to remain. The student is advised of the outcome of the appeal in writing. The Head Teacher also advises the Assessor of the outcome.

Notify student and update record

10. The Teacher/Assessor notifies the student in writing of the result of their appeal on the relevant template. This should be done within **10 working days** of the date the student submitted the assessment appeal. If it takes longer, the student must be provided, in writing, the reason for the delay and a new date for finalisation.

- **Note:** The letter to the student advising them of the result of their assessment appeal outlines the next steps if the student is dissatisfied with the outcome. After the student receives competent or not competent result for a unit, a time period is given for review of the outcome of the assessment appeal if the need arises.

10.1 The Teacher/Assessor updates the learner record, noting the reason for the amended result in the Notes section of the learner record. The Head Teacher then confirms the assessment outcome.

11. The Head Teacher uploads the Assessment Appeal Form to the Documents Tab against the Learner Record in EBS.

12. The Head Teacher is responsible for ensuring the file including the emails exchanged in regards to the appeal are forwarded to the Assessment Appeals Inbox: AssessmentAppeals@tafensw.edu.au for records management.

13. The appeal or review is now complete.

5. Review

TAFE NSW will offer students one internal review of the assessment appeal outcome. The review will be conducted by the relevant Head of the Skills Team or Team Leader Delegate.

The Head of Skills Team or Team Leader Delegate will conduct a formal review of the Assessment Appeal including the original assessment, supporting documentation, the initial response and any additional supporting evidence provided by the student in the request for a review.

The Head of Skills Team or Team Leader Delegate will include the relevant parties in this review including the Teacher/Assessor, the Head Teacher, Peer Reviewer and Student.

The Head of Skills Team or Team Leader Delegate can take appropriate action including:

- a) Uphold the original decision

- b) Request additional evidence
- c) Arrange an additional assessment

6. Responsibilities

Position	Responsibility
Chief Education and Training Officer	Chief Education and Training Officer is accountable for ensuring the management and maintenance of this policy, including ensuring its continued appropriateness to business, compliance with legislation and external requirements.
Regional General Manager	The Regional General Manager is responsible for the administration of the Assessment Appeals Policy in their Region. The Regional General Manager will rarely be the appropriate employee to consider an assessment appeal. The Regional General Manager will address systemic issues and use the information available from assessment appeals for continuous improvement.
Head of Skills Team or Team Leader delegate	The Head of Skills Team is responsible for the formal review of an Assessment Appeal when the student is dissatisfied with the outcome. This review is conducted with all relevant parties including the Assessor, Peer Reviewer, Head Teacher
Head Teacher or delegate	The Head Teacher is responsible for the receipt of the request for appeal from a student and ensuring the response is provided within 10 working days, which may include an additional assessment and the update of the Student Management System. If the Head Teacher is the Assessor, then the management of the Assessment Appeal will be appropriately delegated.
Peer Teacher/Assessor	The Peer Teacher/Assessor is responsible for the objective review of the assessment result/assessment process.
Teacher/Assessor	The Assessor is responsible for the provision of relevant evidence to support the assessment decision and for ensuring accurate administration of the results.
TAFE NSW students	Students are responsible for identifying any concerns they have as soon as possible after the receipt of the assessment outcome.

7. Related documents

This procedure should be read in conjunction with the following documents:

- a. TAFE NSW Assessment Guidelines
- b. Manage Assessment Appeals Policy
- c. Manage Assessment Appeals Procedure
- d. Managing Recognition of Prior Learning (RPL)
- e. Procedure for Repeat Enrolment of a Unit of Competency

8. Contacts

Accountable Officer: Chief Education and Training Officer
 Written Direction Officer: Special Projects Coordinator, Education and Training Strategy

9. Document information and review

This procedure document will be reviewed in September 2019

Record No. PROJ19/606

Review Due: 27 September 2019

Approval history

No	Effective	Approved by	Amendment
1.0	1 January 2019	General Manager Training and Operations	Initial release of procedure to align with commencement of the One RTO model.
1.1	7 March 2019	Chief Education and Training Officer	Amended Procedure to reflect new Manage Assessment Appeals Policy
1.2	11 March 2019	Chief Education and Training Officer	Include Written Direction and HPCM Record Numbers.