



ASSESSMENT APPEALS POLICY

Responsibility for Implementation:	Head of Trainers
Authority:	Approved by PEO
Date of Approval:	2016 (V1), 2019 (V2)
Date of review:	June 2021

1. Purpose

The purpose of this policy is to outline the procedure for which assessment appeals can be made and the grounds in which an appeal will be accepted.

2. Scope

All students at SBI.

3. Definitions

Assessment appeal means that if a student is dissatisfied with a result, they may challenge it. Grounds for appeal means the reasons why an appeal can be challenged.

4. Principles

- 4.1. Where a student is dissatisfied with the assessment of an assignment and/or an examination result the student must approach the Compliance & Admin Manager in the first instance to discuss and/or request review of that assessment. (If the Manager is to be challenged, the appeal can be lodged with the Principal Office). It is the normal expectation that such review would resolve most appeals against assessment within a particular unit. The student must complete the appropriate assessment grade appeal form (the form is available at the SBI Reception, website or through Student Support).
- 4.2. SBI will not accept petitions or group complaints. All complaints must be made individually.
- 4.3. Once SBI's Compliance & Admin Manager receives a completed Assessment Appeal Form, he/she will organize a meeting with the Trainer to reassess the student's work. If after reassessment the evidence supports the student's appeal, an amendment of student's academic result will be made. If the reassessment determines that the original assessment is appropriate, no amendment will be made. No matter what the outcome is, the student will receive a statement from the Compliance & Admin Manager about the outcome of the appeal.
- 4.4. If the student remains dissatisfied with the decision made by the Compliance & Admin Manager, the student may appeal in writing to the PEO. Further Appeals can be made to SBI's Independent Arbiter who will in considering such an appeal & form the Appeal Panel. The Independent Arbiter will report the decision of Appeal Panel to the student in writing with a copy for the student file.
- 4.5. Appeals against assessment results must be made within two weeks of receipt of the assessment result, subject to otherwise stated appeal deadlines.



4.6. Grounds for Appeal may include the following:

- The learning outcomes were not clearly defined in the unit material.
- Assessment tasks were not clearly defined in the unit material.
- Assessment procedure outlined in the unit material not followed.
- A piece of work handed in on time had not been marked.
- Perceived bias by attending Academic staff against the student that may have affected the grade or mark awarded to the student. (This allegation must be supported in writing with specifics).
- Alleged wrongful advice from teaching staff (e.g., the content of the assessment or approval of an extension for an assignment).
- Inappropriate application of marking criteria.

4.7. Appeal Application must be lodged with the Administration Office within 10 working days of the dates of notification of assessment. The appeal must set out the grounds for the appeal.

4.8. Appeal Feedback

The student appellant will be notified of the outcome of the appeal by the Compliance & Admin Manager within 10 working days of the date of lodgement of the appeal. The decision of the Appeal Panel will be final.