

## Academic Appeals

### DEFINITIONS

#### COMPASSIONATE OR COMPELLING CIRCUMSTANCES

Compassionate or compelling circumstances are usually beyond the control of the student and are considered to have an impact on the student's ability to successfully progress through their program of study. These circumstances could include:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- bereavement of close family members such as parents or grandparents.
- major political upheaval or natural disaster in the home country requiring emergency travel, and this has impacted on the student's studies.

The staff of LCBA and its delivery partners will use their professional judgment to assess each case where students make a request on the grounds of compassionate or compelling circumstances, and will consider documentary evidence provided by students to support their claims.

### POLICY

1. LCBA will process academic appeals in a fair and timely manner.

LCBA will provide transparent and effective means for students to appeal against academic decisions they believe to be unfair. Academic decisions include, but may not be limited to:

- Assessment results
- Final results for a unit of competency or qualification
- Course Credit application outcomes
- Determinations of unsatisfactory academic progress.

## DETAILS AND PROCEDURES

1. LCBA will process academic appeals in a fair and timely manner.
- 1.1 LCBA will begin the appeals process no later than 10 working days after receiving the appeal.
- 1.2 LCBA will advise the student in writing of the progress or outcome of his or her appeal within 10 working days of LCBA beginning the appeals process (20 working days from the lodgement of the appeal).
- 1.3 Appeals are not heard by a formal court or tribunal and lawyers will not make submissions during the appeals process.
- 1.4 At any stage throughout the appeals process the student may be accompanied by a support person of their choice.
- 1.5 Students have the right to challenge the academic appeals process.  
*(See the General Complaints and Appeals Policy.)*
- 1.6 Where a student is dissatisfied with the outcomes of any appeal to LCBA, he or she has the right to further the appeal to:

### DOMESTIC STUDENTS

- SA Ombudsman: [www.ombudsman.sa.gov.au/complaints](http://www.ombudsman.sa.gov.au/complaints)  
Telephone: 08 82268699/ Toll free: 1800 182 150
- NSW Ombudsman: [www.ombo.nsw.gov.au/complaints/index.html](http://www.ombo.nsw.gov.au/complaints/index.html)  
Australian Human Rights Commission: [www.hreoc.gov.au](http://www.hreoc.gov.au)

### INTERNATIONAL STUDENTS

- Overseas Students Ombudsman: [www.oso.gov.au](http://www.oso.gov.au)  
Telephone: 1300 362 072
  - Department of Education: <http://education.gov.au/contact-department>  
Telephone: ESOS helpline 02 6240 5069
2. LCBA will provide transparent and effective means for students to appeal against academic decisions they believe to be unfair. Academic decisions include, but may not be limited to:
    - Assessment results
    - Final results for a unit of competency or qualification
    - Course Credit application outcomes
    - Determinations of unsatisfactory academic progress.

## 2.1 Appeal against assessment results.

- 2.1.1 Students should approach their lecturer with their appeal within 10 working days of receiving notification of the assessment result.
- 2.1.2 The lecturer will consider the student's appeal and make a determination regarding the outcome of the appeal. The lecturer will inform the student in person or in writing of his or her decision.
- 2.1.3 Where a student does not wish to approach the lecturer, or is not satisfied with the outcome of an appeal to the lecturer, the student should state (in person or in writing) the details of his or her appeal to the Program Manager who will make the final determination on the outcome of the appeal.

## 2.2 Appeal against final results for a unit of competency or qualification.

- 2.2.1 Appeals against final results for a unit of competency or qualification must be made to the Academic Director, LCBA, in writing and lodged with LCBA within 10 days of the student receiving notification of results. The appeal should state the reasons for the appeal and provide any evidence the student has in support of the appeal.
- 2.2.2 The Academic Director (or delegate) will convene a sub-Committee of the Academic Committee to consider the appeal and determine its outcome. The sub-Committee will consist of at least 2 senior academic staff members from the delivery partner and one senior academic staff member from LCBA. The student will be invited to attend the sub-Committee meeting.
- 2.2.3 LCBA will advise the student in writing of the sub-Committee's decision.
- 2.2.4 Where the student is dissatisfied with the outcome of an appeal to the Academic sub-Committee, the student may appeal to the Academic Director of LCBA to reconsider the decision, giving reasons for the appeal. The Academic Director may convene a committee of suitably qualified persons not involved in the original appeal, to assist in the review.
- 2.2.5 LCBA will only consider further appeals where new information is provided to support the appeal and this information was not available to the student during previous appeals, or the student can demonstrate that LCBA has not correctly implemented its Policies and Procedures.

## 2.3 Appeal against the result of Course Credit applications.

- 2.3.1 Appeals against results of Course Credit applications must be made in writing to the Academic Director of LCBA stating the reasons for the appeal and providing any evidence the student has in support of his or her appeal, within 10 days of receiving notification of the outcome of the Course Credit application.
- 2.3.2 The Academic Director may, at his or her discretion, seek a review of the original application by a qualified person, not the original assessor.



## 2.4 Appeal against determinations of unsatisfactory academic progress.

2.4.1 Appeals against a student being found to have unsatisfactory academic progress should be made in writing to the Academic Director within 20 working days of the student receiving written notification of his or her unsatisfactory academic progress.

2.4.2 The following will be considered legitimate grounds for an appeal:

- A failure to correctly calculate the student's results
- Compassionate or compelling circumstances LCBA or its delivery partners has not implemented an intervention strategy as described in the Academic Progress Policy.

(See online Academic Appeals Policy <http://www.lecordonbleu.com.au/policies>)