



Academic Appeals Policy and Procedure (for qualifications awarded by OSAC International College)

Policy

A) Right to Appeal

1. The appeals process is available to students of OSAC International College, with the exception of students who were terminated from their course of studies.
2. An appeal may only be submitted in relation to the **final marks or award**. Appeals regarding provisional marks will not be considered.
3. Appeals will only be accepted if submitted within *3 working days* of the student receiving notification of their results.
4. Only **written cases**, made using the *Academic Appeal* form and presented clearly and comprehensibly, in accordance with the requirements set out in the Appeals Procedure, will be accepted.

B) Grounds for Appeals

1. It is for the student to establish their case and only claims of one of the following circumstances will be considered as grounds for appeal:
 - a. There was evidence of procedural irregularity which has disadvantaged the student and was significant enough to have materially affected the decision/recommendation made.
 - b. That prejudice or bias on the part of one or more of the Examiners took place and can be proven (evidence must accompany the submission).
2. The following circumstances will not be considered grounds for appeal:
 - a. Concerns relating to the quality of teaching or supervision, or other circumstances that relate to the delivery of a programme of study **before the point of assessment** should be raised under the *Feedback Form* as they arise.
 - b. An Appeal may not be made to question the **academic judgement** of the College or Faculty. The student will not be permitted to argue the academic merits of his/her work. The student's feeling that the result unfairly reflects the merit of their work or their ability is not a ground of appeal.
 - c. An Appeal may not be made against the **actual mark awarded** for a piece of assessed work, which is a matter of academic judgement, except where the case rests on a claim of procedural irregularity.



- d. If a student wishes to have clarification about a mark received for an individual assessment or module they are advised to first contact the Teaching Faculty, before submitting an appeal.
- e. Errors in calculating or recording marks on the basis of which the original decision was made cannot be submitted as grounds for appeal, unless these errors have been identified by the student and brought to the College's attention but are not accepted by the School.

Procedure for Academic Appeals

1. Students who wish to submit an appeal should take note of instances where their appeal can be rejected immediately. This includes instances where:
 - a. The student has provided no substantial, relevant evidence of a procedural irregularity or of prejudice.
 - b. The procedural irregularity claimed by the student clearly could not have affected the decision against which the appeal is being made to an extent that would have led to a different decision.
2. Where it is believed that there may be grounds, a student will submit the Academic Appeal Form to the Student Support or Academic Manager and pay the appeal fees.
3. Upon receiving the appeal, the Academic Manager will send an email/letter to the student within 3 working days to acknowledge receipt of the appeal.
4. The student will be notified of the outcome of his/her appeal to the College within 21 working days. Should the College need more than 21 working days (due to unforeseen delays or when liaising with External Awarding Partners), the student will be notified of the likely date when they will hear from the College.
5. If the College or the External Awarding Partner decides to make a revised recommendation, a written response to the student's appeal will be sent to the student within the stipulated timeline. The outcome of the appeal is final and no further appeals will be accepted.
6. If the College or the External Awarding Partner makes no change to its original decision, a written response to the student's appeal will be sent to the student within the stipulated timeline. The outcome of the appeal is final and no further appeals will be accepted.

D) Appeal Fees

An appeal fee for qualifications awarded by OSAC International College is \$107 (inclusive of 7% GST).

E) Rejection of Academic Appeals

1. If the Academic Manager determines that the ground for appeal is insufficient, the appeal will be rejected.
2. Where a case is rejected, the reasons for the decision will be conveyed by email/letter to the student and, where appropriate, other parties.