



Appeals Policy

SELC acknowledges that students will at times, receive results that do not meet their expectations, for a variety of reasons. General complaints can be submitted, by following the Student Complaint and Resolution Policy and Procedure. Issues relating to assessments, can be addressed using this Appeals Policy.

Appeals

All students considering a formal appeal must do so within 10 business days of the assessment decision by emailing the Course Coordinator or Academic Manager. Appeals may be made for academic decisions including those relating to:

- refusal of admission
- refusal of recognition of prior learning
- assessment marking decision (including SELC and third party providers)
- failure of SELC assessors to adhere to the principles of access and equity
- exemption or extension due to compassionate or compelling circumstances
- issuing of fees for late submissions

SELC will ensure that any person involved in the matter being appealed is not a member of the Appeals Committee, determining the outcome of a review or appeal. This will ensure a fair and unbiased process of decision making.

Students will be permitted to attend classes or undertake examinations without prejudice during the appeal process.

Recording Student Appeals

An assessment appeal must be presented to the Course Coordinator or Academic Manager in writing, by email.

Details of all official appeals must be placed in each student's file on the student database. Follow-up from SELC will also be via email and details placed into each student's file on the student database.

Actioning Student Appeals

SELC will action appeals as soon as possible, however if there are factors meaning that it will be longer than 60 days to make a decision, then the student will be notified in writing as to why the process is taking longer than expected. Students will be updated regularly on the progress of the appeal.



Decision Supporting the Student

- a. Where the appeals process results in a decision supporting the student, SELC will implement the required corrective/preventative action immediately and advise the student of the outcome.
- b. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (see Course Progress Policy for VET and ELICOS), the provider does not report the student, and there is no requirement for intervention.
- c. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the provider's intervention strategy, and the provider does not report the student.

Decision in favour of SELC

- d. Any decision will automatically be in favour of SELC, if the student has chosen not to access the complaints and appeals processes within 20 days of the assessment decision.
- e. Any decision will automatically be in favour of SELC, if the student withdraws from the process.
- f. When a decision is made supporting SELC, the student will receive a full explanation in writing outlining the final outcome and giving reasons why this decision was reached.
- g. When a decision is made supporting the registered provider, the student must be made aware of their rights to pursue further action with the Overseas Student Ombudsman.
- h. If applicable, when a decision is made supporting SELC, they must notify the DHA through PRISMS, as soon as practicable of the student not achieving satisfactory course progress/attendance (VET) or attendance (ELICOS).