

Policy Reference	PP Appeals, grievances	Year	2012
Version	Version 7	Replaces	V 6
Type of policy	Assessment policy		
Last update	October 2011		
This policy replaces	PP Student Appeals 11		
Name change from	PP Assessment Appeals		
Name change to	Policy for Appeals and grievances		
Linked Strategy/Plan	Assessment and Moderation Strategy		
Documentation linked to this policy	Appeals form		
Database	DB Results		
Responsibility for policy implementation	At regional level: Regional Manager National Monitor is responsible at CADQA		

PURPOSE

This policy is intended to provide guidelines on the following:

- The right of the student to appeal assessment results: the document describes the appeals process and the administration and record keeping required.
- The right of students to express their grievance in the event that **eta** staff or management are in breach of **eta** policies or in breach of the constitution.

All students have a right to be treated fairly and with respect. Equally, **eta** staff and management have the right to be treated fairly and with respect. Any staff member or student, who does not behave according to the laws of the country where **eta** is operating, will be reported to the relevant authorities. This is a transparent policy and should be made available to students as well as staff.

POLICY

This policy defines the controls regarding the following:

- 1. The right to appeal summative assessment results**
- 2. When to appeal**
- 3. Appeals relating to formative assessment**
- 4. Student grievances**

1. The right to appeal summative assessment results

1.1 Students have the right to appeal assessment decisions relating to any marked task that is submitted for summative assessment. Such appeal must be based on the **eta**

assessment policy and if the student feels that **eta** or its assessors are in breach of the assessment policy

2. When to appeal

- 2.1 Appeals must be lodged in writing within 2-weeks of receipt of Assessment Reports (term or end of year).
- 2.2 Appeals must be lodged in writing by the student (not a third party) and must be within 2-weeks of receiving results.

3. Appeals relating to formative assessment

Queries or concerns regarding formative assessment should be discussed with the relevant faculty member or academic manager and reported to the regional manager in the weekly academic report. The regional manager will then report to CADQA in the weekly manager's report.

4. Student Grievances

A **Grievance** is any dissatisfaction or a feeling of injustice in connection with students or a group of students in a teaching or assessment situation and which merits the formal attention of Management at any level.

General principles

- 4.1 Submission and resolution of grievances should take place without prejudice or victimisation.
- 4.2 All grievances shall be resolved fairly, quickly and at the earliest stage as possible.
- 4.3 A copy of the Assessment appeals and grievance policy must be furnished to all parties involved immediately when a grievance is brought to the manager's attention.
- 4.4 If possible, the grievance may be resolved informally in a meeting between the student/s and the campus manager. However if the grievance is very serious the formal procedure must be followed.
- 4.5 Grievance resolution is an integral part of manager's duties, therefore the manager has to prevent and address all problems relating to the grievance. Additionally, should a grievance occur, the manager must always show willingness to resolve the grievance and prevent it from escalating into a major conflict.
- 4.6 This policy does not restrain or limit students to seek council from outside but the manager should be made aware of such action.
- 4.7 Grievances must be settled as quickly as possible.

- 4.8 Differences are inevitable; grievances are approached with a positive attitude that will result in mutual understanding.
- 4.9 Student/s must submit their grievance to the campus manager formally, in writing. The formal complaint must detail the incident, the date and time of the incident and parties involved and the reason for the grievance. Being in written format enables the manager to easily identify the complainant and the student to explicitly state their complaint and their reason for the grievance.
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PROCEDURE

The following procedures are addressed:

1. **Managing Assessment queries**
2. **Management of appeals and recording queries**
3. **Management of grievances**

1. Managing Assessment queries

1.1 Appeals should be discussed with the faculty member and the Academic Manager, following moderation and the issuing of results to students.

1.2 All appeals are dealt with in a meeting with the student, the faculty member and the Academic Manager or Campus Manager.

1.3 The manager mediates the meeting and records the meeting discussion and the outcomes. See Management of appeals and recording information.

1.4 **Question Papers:** Students may request to:-

1.4.1 Meet with their lecturer to go over a question paper to address their concerns

- Check their answers given against a model answer
- Ask for a re-mark if the query indicates a mistake in marking or summing by the lecturer
- Should the paper require a re-mark, this must be done within 48 hours of the appeal meeting and the results amended on the paper, in the Summative Assessment Report and DB Results.

1.5 **Practical Demonstrations, case studies, assignment, Projects or Portfolios -**

Students may ask for the following:-

- To see any comments or feedback written by the assessor
- To query points/marks given and why

- To query feedback
- To appeal the results if they can provide clear evidence that the assessor was unfair or the assessors decision was in breach of **eta** policy

2 Management of appeals and recording queries

- 2.1 Appeals must be handled between the student and the faculty member together with the Academic head or, in their absence, the Regional Manager.
- 2.2 An **Appeals Form** is utilised and signed by the student and the faculty member involved. A copy is retained in the student's records and one copy is provided to the student.
- 2.3 If an appeal also involves a grievance regarding an **eta** staff member, a report on this grievance is also kept on the staff member's file.
- 2.4 A copy of the appeals letter and the *signed and dated* appeals form is kept on the student file and one copy is retained in the regional moderation file in a specific appeals section.
- 2.5 All appeals are reviewed by the CADQA moderator to ensure proper handling by the region. If a trend is noted then this must be investigated by the CADQA Monitor.
- 2.6 Reports on any appeals or assessment queries are sent to CADQA and filed in the CADQA Moderation file for the region, in a separate appeals section.
- 2.7 All appeals are acknowledged within 48 hours of receipt. Resolution of the appeal should take no more than 2-weeks when a written response is sent to the student.

Management of grievances

Grievances from a student towards an eta staff member or a staff member towards a student must be treated in the same way and the guidelines below apply to students and to **eta** staff.

INFORMAL PROCEDURE – Stage 1

1. Before following the formal procedure, the aggrieved student must make effort to resolve the grievance informally.
2. The aggrieved student meets with the person concerned to discuss the matter informally.
3. Both parties are expected to make maximum effort to achieve informal settlement.
4. If this informal attempt fails, then the parties can proceed with the formal grievance procedure.

5. Handling a grievance informally does not mean that the problem is taken for granted, even though handled informally, all grievances are to be viewed seriously and treated sensitively.

FORMAL PROCEDURE – Stage 2

(a) The aggrieved student must file a written statement of grievance to the campus manager. The statement must include:

1. general description of the nature of the grievance;
2. specific description of the act or acts that the student feels aggrieved about;
3. time, date and place of such act or acts that constitute the grievance;
4. name or names of the alleged to be involved in the act; and
5. the remedy/settlement that the student seeks to resolve the grievance

(b) When a grievance involves staff members, the statement/s of grievance is submitted to the campus manager who must follow up within 10 days as follows:

1. explain the grievance procedure and the range of options that will be pursued to solve the grievance;
2. must inquire the matter ensuring procedural fairness for all parties;
3. must inform the accused of the allegations made against them providing them with opportunity to respond;
4. the indicted employee/s must state their response in writing and give it to the manager;
5. the manager must furnish all the concerned parties with a copy of the grievance policy;
6. the manager must take time to ponder on the statements of the grievance before him and think of the best solution;
7. if further research and external consultation is required the manager must keep all those involved about the progress of the matter;
8. at this stage if the Regional manager feels that the matter is quite difficult for him to handle alone, a manager from another region must be invited to assist and to help resolve the problem;
9. When the manager/s reaches a conclusion that resolves the matter, all parties must be gathered and informed - all parties must be present when the manager communicates the resolution.