1. Overview

1.1. This policy has been developed to ensure all current and prospective students of Curtin College or any partner provider are given access to free, effective and fair appeals process.

1.2. There are three separate processes depending on whether the appeal is related to:
   - In class assessments (refer to section 5.1);
   - Final results (refer to section 5.2);
   - Termination or Conditional Academic Status (refer to section 5.3);

   Section 5 sets out the valid grounds and procedures for each type of appeal.

1.3. This policy has been developed in line with requirements set out in Higher Education Standards Framework (Threshold Standards) 2017 the Education Services for Overseas Students Act 2000 (ESOS ACT 2000) and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2017).

2. Organisational Scope

2.1. Any current or prospective student of the College or its partner provider is entitled to access the appeals process set out in this policy, regardless of the location of the campus at which the matter has arisen, the student's place of residence or the mode in which they study.

3. Definitions

3.1. **Appeal:** In this context an appeal constitutes a request to review a decision or outcome relating to any aspect of the student’s results, conditions of enrolment, academic progress or admission to the College.

3.2. **Appellant:** A person lodging an appeal.

3.3. **Final Results:** The final score awarded to a student incorporating all in class assessment marks and their final exam mark.

3.4. **Higher Education Standards Framework:** Evaluation and performance of higher education providers against the Threshold Standards.
3.5. **In Class Assessment:** Any assessment that the student undertakes during a period of study, prior to their final examination, including but not limited to: assignments, tests, midterm exams, presentations and portfolios.

3.6. **International Student:** A student who is not a Singapore citizen or Singapore Permanent Resident. For the purposes of this policy, students who are holders of Student’s Pass issued by the Singapore Immigration and Checkpoints Authority are regarded as International Students.

3.7. **Local Student:** For the purpose of this policy, a student who is a Singapore citizen or Singapore Permanent Resident is regarded as a Local Student.

3.8. **Partner Provider:** An institution that provides a course that is registered by the College, who, for the purposes of this document oversees all matters relating to the delivery of those courses.

3.9. **Respondent:** A person responding to an appeal.

3.10. **Terminated Status:** Student has not achieved satisfactory progress and is terminated from the College.

3.11. **Working Days:** Refers to when the College working days, which excludes when the College is closed.

4. **Policy Principles**

4.1. The principles which underpin this policy are as follows:

4.1.1. The consideration of appeals will be dealt with according to principles of procedural fairness which respects the right of a complainant to be heard by an impartial party;

4.1.2. Appellants and respondents will not be subject to discrimination or harassment resulting from their participation in the appeals process;

4.1.3. This appeals process does not restrict a student’s or person’s right to pursue other legal remedies;

4.1.4. Staff will make all attempts to respond to appeals within the time limits set out in this policy;

4.1.5. This policy will be made available to the public on the College’s website; www.curtincollege.edu.au;

4.1.6. Appellants and/or respondents have the right to be represented by a third person (such as family member, friend, counselor other professional support person, other than a qualified legal practitioner), if they so desire;

4.1.7. All communications arising from the appeals process, together with the proceedings of the Appeals Committee, will remain confidential, except to the extent necessary to give effect to this Appeals Policy;

4.1.8. Where the appeal relates to suspension of enrolment, students may maintain their enrolled status whilst awaiting the outcome of the appeal;

4.1.9. The appellant has the opportunity to formally present their case at no cost to them, to the external agent listed under point 5.6 of this policy;

4.1.10. If an internal or any external appeal process results in a decision that supports the student, the College will implement the decision immediately or take the appropriate corrective/preventative action as required.

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<tr>
<th>Version:</th>
<th>Last changes:</th>
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<tbody>
<tr>
<td>V 1.7 (Jan ‘18)</td>
<td>• Removed reference to VET Standards as we are no longer a VET provider.</td>
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<td>• Removed definition of ‘Conciliator’ as this position no longer exists with the WA Government.</td>
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<td>• Separated policy principles from policy implementation.</td>
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5. Policy Implementation

5.1. In-study Period Assessments

Upon notification of the mark awarded for an assessment item, a student who believes that their result is incorrect or unfair may submit an appeal against their mark. There is a four step process for appealing In-study Period Assessments:

5.1.1. Informal Appeal of Result

Students may request a review of marks by completing the Application for an Informal Appeal of a Result form. Applications must be submitted to the lecturer for the unit by email within 10 working days of the publication of the marks for the assessment item in question. All parts of the form must be completed and submitted along with the assessment piece that is to be re-evaluated. Refer to Section 5.2 below for details on how to review Final Marks.

The Informal Appeal of Result will be reviewed by the Lecturer (respondent). The Lecturer (respondent) is to write their decision in the space provided on the form and the appellant will be advised of the outcome by email to the student Curtin College email account within 10 working days of receipt of the Informal Appeal of Result. The appeal will either be upheld, with the mark revised accordingly, or will be provided with an explanation of why the marks awarded are correct and fair, in that case the mark will not be changed.

5.1.2. Formal Appeal of Result

If the appellant is dissatisfied with the outcome from the Informal Appeal of Result (5.1.1. above), they may apply for a formal appeal by completing an Application for Formal Appeal of Results form. Applications must be submitted within 10 working days of receiving feedback from the Informal Appeal of Result process. All applications for a formal review of result must be submitted to Curtin College reception. Appellants will be issued with a receipt for their application.

The application must include an explanation as to why the student wishes to appeal the result. Reasons such as “I need more marks to pass” or “I think I did better on the assignment” are not acceptable explanations. The application must include the completed “Informal Appeal of Results” form with the lecturer’s decision and signature.

In cases where students have been unable to undertake an Informal Appeal of Results, a student must provide evidence that they have made a serious attempt to contact their Lecturer, but were unable to do so. This must be supported with a printout of email or messages from the Curtin College Student Portal email account.

The Formal Appeal will be reviewed by the Program/Academic Coordinator (respondent). The respondent is to write their decision in the space provided on the form and the appellant will be advised of the outcome by email to the student email account within 10 working days of receipt of the Formal Appeal.

To avoid any conflict of interest, where the Program/Academic Coordinator has been responsible for the decision being appealed or has been involved in the outcome of step 5.1.1 above, they must nominate another senior staff member to review the appeal.
5.1.3. **Appeals Committee**

Where the appellant is unsatisfied with the outcome of step 5.1.2 above and believes that:

- they did not have sufficient opportunity to present their case to the decision-maker; or
- the process was not carried out in accordance with Curtin College policy or procedures; or
- the decision was made contrary to the evidence provided;

- the appellant can lodge a written appeal to the Appeals Committee via appeals@curtin.edu.sg. This statement should be lodged within 10 working days of receiving the written notification of the outcome of step 5.1.2 above. The appeal should include a copy of the Application for an Informal Appeal of Result form and the Application for a Formal Appeal of Result form.

To avoid any conflict of interest, where the Program/Academic Coordinator has been responsible for the decision being appealed or has been involved in the outcome of step 5.1.1 or 5.1.2, they must nominate another senior staff member to stand in their place on the Appeals Committee.

The appellant will be advised of the outcome by email to the student email account within 10 working days of receipt of the Appeal.

5.1.4. **External Appeal**

Where the appellant is unsatisfied with the outcome of the step (5.1.3 above) they may lodge an appeal with an External Appeal body in accordance with clause Error! Reference source not found. below.

5.2. **Final Result Appeal**

Upon notification of the final result, students who believe that their result is incorrect or unfair may submit an appeal against their mark. Students must be aware that when submitting an appeal, the results can be changed either upward or downward.

There is a three step process for appealing the Final Result:

5.2.1. **Formal Appeal**

Students who believe that their final result is incorrect or unfair may apply for a formal appeal by completing an Application for Formal Appeal of Results form. Applications must be submitted within 10 working days of publication of the final results. All applications for a Formal Appeal of Results must be submitted to Curtin Singapore Student Central

The application must include an explanation as to why the student wishes to appeal the final result. Reasons such as “I need more marks to pass” or “I think I did better on the assignment” are not acceptable explanations. All parts of the form must be completed and the form must be signed by the student.

Students should not contact their Lecturer to discuss their final result.

The Formal Appeal will be reviewed by the Program/Academic Coordinator (respondent). The respondent is to write their decision in the space provided on the form and the appellant will be advised of the outcome by email to the student email account within 10 working days of receipt of the Formal Appeal.

To avoid any conflict of interest, where the Program/Academic Coordinator has been responsible for the decision being appealed, they must nominate another senior staff member to review the appeal.
Note: The appellant is entitled to view their marked exam paper and if necessary have the paper marked by an independent marker.

5.2.2. Appeals Committee
Where the appellant is unsatisfied with the outcome of the Formal Appeal (step 5.2.1) and believes that:
- they did not have sufficient opportunity to present their case to the decision-maker; or
- the process was not carried out in accordance with Curtin College policy or procedures; or
- the decision was made contrary to the evidence provided;

the appellant can lodge a written appeal to the Appeals Committee via appeals@curtin.edu.sg. Appeals can only be accepted from the Student Portal email account. This statement should be lodged within 10 working days of receiving the written notification of the outcome of the Formal Appeal (step 5.2.1. above). The appeal should include a copy of the Application for a Formal Appeal of Result form.

To avoid any conflict of interest, where the Program/Academic Coordinator has been responsible for the decision being appealed or has been involved in the outcome of step 5.2.1, they must nominate another senior staff member to stand in their place on the Appeals Committee.

The appellant will be advised of the outcome by email to the student email account within 10 working days of receipt of the appeal.

5.2.3. External Appeal
Where the appellant is unsatisfied with the outcome of the Appeals Committee (step 5.2.2 above) they may lodge an appeal with an External Appeal body in accordance with clause 5.6 below.

5.3. Appeals against Termination or Conditional Academic Status
There is a two-step process for appealing Termination or Conditional Status:

5.3.1. Appeals Committee
Following the release of results each study period students who are not achieving Satisfactory Course Progress are placed on Conditional Academic status in accordance with the College’s Progress and Intervention Policy.

International students whose academic status is Terminated will be reported to the Singapore Immigration and Checkpoints Authority to cancel the Student’s Pass.

Once a student has received notification of their Terminated academic status they may appeal this decision with the Appeals Committee. Appeals must be lodged in writing within 20 working days from the date of the formal notification of their academic status using the “Curtin College - Application for Formal Appeal against Termination and Progress” form.

Evidence submitted in support of the appeal (eg. Medical certificates) must be in English or accompanied by official English translations. Supporting evidence in languages other than English will not be accepted as part of the appeal.

The appellant will be advised of the outcome by email to the student email account within 10 working days of receipt of the appeal.
5.3.2. **External Appeal**
Where the appellant is unsatisfied with the outcome of the Appeals Committee (step 5.3.1 above) they may lodge an appeal with an External Appeal body in accordance with clause 5.6 below.

5.4. **The Appeals Committee**
The Appeals Committee shall be comprised of at least three members of the following:

- Pro Vice-Chancellor and President (or nominee)
- Director of Academic Services (or nominee) – Chair
- Director of Finance & Administration (or nominee)
- Admissions Manager (or nominee)
- Student Counsellor (or nominee)
- Student and Academic Services Manager (or nominee)

The Committee will review the appeal upon receipt of the written appeal within the timeframe as outlined in 5.1, 5.2, and 5.3 above, and will inform the appellant of the outcome of this decision in writing. The Committee may ask either the appellant or respondent (or both) to present their case in person to the Committee.

Appeals can be directed to the Appeals Committee in the following ways:

**Via email:** appeals@curtin.edu.sg

5.6. **External Appeal**
If you are not satisfied with the outcome of a formal appeal to Curtin College Appeals Committee, you may seek an external appeal to address the arisen dispute via:

- CPE Mediation-Arbitration Scheme; or
- the Small Claims Tribunals (SCT), for clear-cut fee refund issues of equivalent or less than S$10,000; or
- your own legal counsel.

6. **Administrative procedures**
This policy and related documentation is accessible through the Curtin College website at:
http://www.curtincollege.edu.au

Records of all appeals will be kept for a period of five (5) years. These records will be under the responsibility Director of Academic Services or equivalent (for Academic matters, including Termination and Conditional Status); and the Student & Academic Services Manager or equivalent (Non-Academic).

Curtin College will take all necessary steps to ensure that information regarding the appeal shall be disclosed only to those persons who have a right to the information by virtue of their role in the appeals process.

Any recommendations for process improvement or policy change arising out of any step of the appeals process will be forwarded to the College Leadership Group for recording and consideration.

Recommendations arising from any external review of the Appeals Policy or procedures should be implemented within 90 days of notification.

6.1. **Policy Dissemination and Staff Training**
This policy and related procedures will be communicated to:

6.1.1. Current Academic staff via the Staff Handbook, the Teaching Hub and the College’s website (http://www.curtincollege.edu.au);

6.1.3. To support and office staff via email and through the College’s website (http://www.curtincollege.edu.au)

6.1.4. New teaching, support and office staff will receive policy information during the induction process.

6.1.5. The Director of Academic Services or nominee is responsible for the training of academic staff in the application of the policy and for verbally advising and explaining the policy to students.

6.1.6. The Director of Academic Services or equivalent is responsible for the training of support staff in its application and for publishing the policy on the website.

6.2. Review of Appeals

The Director of Academic Services will conduct a review of the appeals register at the completion of each study period to identify trends and subsequently report on those trends to the Senior Management Group.

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| V 1.7 (May '18) | • Removed Formal Appeal of Results form (Service Taught Unit) – Final Grade from the Related Documents section as this is not used in current Curtin University Appeals Process.  
• Removed 4.1.2 as meaning unclear  
• Changed In-class Assessments to In-study Period Assessments for consistency across policies.  
• Changed working days to College working days  
• Changed 7 to 10 working days for consistency of timeframes  
• Inserted email form to lecturer in Section 5.1.1 to clarify process.  
• Changed Program Manager to Program/Academic Coordinator to reflect current position titles.  
• Removed sections 5.4.1 to 5.4.4.3 as no longer in line with Curtin University Policy for appeals in relation to service taught units. Replaced with instructions to access Curtin University Assessment and Student Progression Manual, appeals section and relevant forms.  
• Removed reference to the Conciliator as the WA Government has removed this role. |