



THE UNIVERSITY OF
NOTRE DAME
A U S T R A L I A

Procedure:

(VET) Student Appeals

Effective: 11 March 2019

Audience: Students and Staff

Policy Category: Academic
Policy Sub-category: VET

Key words:	appeals, Vocational Education and Training
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Responsible Officer:	Student Conduct and Appeals Officer
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1 PURPOSE

- 1.1** This Procedure sets out the University's appeals processes for Students enrolled in a Vocational Education and Training (VET) course. It is to be read in conjunction with other relevant University Policies and Guidelines.

2 RELATED POLICIES AND REGULATIONS

This Procedure should be read in conjunction with the following policies:

- 2.1 General Regulations
- 2.2 Procedure: (VET) Fees, Charges and Refunds
- 2.3 Policy: (VET) Assessment
- 2.4 Procedure: (VET) Assessment
- 2.5 Procedure: (VET) Attendance
- 2.6 Procedure: (VET) Student Progress
- 2.7 Policy: (VET) Recognition of Prior Learning and Credit Transfer
- 2.8 Process Guide: (VET) Admissions
- 2.9 Policy: Privacy
- 2.10 Policy: Student Appeals

3 LODGING AN APPEAL

- 3.1** A student who is dissatisfied with a decision made in relation to their enrolment, assessment or any other decision made against them, may lodge an appeal using the *Form: Student Appeals (VET)* and include all required information as well as any relevant supporting documentary evidence (if any).
- 3.1.1 Where an appeal relates to a decision in relation to academic matters (such as assessment, student placements, Recognition of Prior Learning or Special Consideration), the appeal must be referred to the Head of Campus;
 - 3.1.2 Where an appeal relates to a decision in relation to the payment of fees, or refunds the appeal must be referred to the Academic Registrar.
- 3.2** An appeal should be lodged as early as possible after notification of the decision, and within 20 working days:
- 3.2.1 By post; or
 - 3.2.2 By email.
- 3.3** Grounds of appeal may include:
- 3.3.1 Evidence of a breach of relevant University Regulation, Policy or Procedure in the handling of the decision making;
 - 3.3.2 Failure to follow approved process.
- 3.4** Students or applicants who require assistance with lodging an appeal should contact the Student Appeals and Conduct Officer by email at fremantle.studentappeals@nd.edu.au.

4 NOTIFICATION OF OUTCOMES OF APPEALS

- 4.1 The appeal outcome will be determined within ten (10) working days of the Student Conduct and Appeals Officer receiving the completed appeal documentation.
- 4.2 Notifications of the outcome of an appeal will be provided in writing to the Student via email to the Student's Notre Dame Student email address.

5 EXTERNAL APPEALS

- 5.1 The University has arranged for independent external reviewers to be available to Students should the Student wish to appeal a decision of the University's internal appeals process.
- 5.2 The role of the External Reviewer is to determine whether the University has followed the approved process with regard to the University's regulations, policies, and procedures.
- 5.3 Students wishing to appeal a decision of the University's internal appeal process to the External Reviewer should:
 - 5.3.1 Submit a written request to the Head of Campus to refer the appeal to the External Reviewer, and include reasons and evidence to support the submission
 - 5.3.2 Lodge the request within 20 working days from the date of receiving written notification of the outcome of their internal appeal.
- 5.4 The Head of Campus will acknowledge the request and forward it to the External Reviewer within ten (10) working days of receipt.
- 5.5 If the External Reviewer has not advised the Head of Campus of a decision within 45 Working Days of receiving the application for review, the External Reviewer is taken to have confirmed the original decision of the University.
- 5.6 If the External Reviewer makes recommendations in relation to an appeal, these recommendations will be provided in writing to the Head of Campus. The Head of Campus will:
 - 5.6.1 Implement any recommendations promptly
 - 5.6.2 Provide a copy of the decision to the Student and the Campus Registrar.
 - 5.6.3 Should a matter be referred to an External Reviewer, the internal appeal process may be suspended pending the outcome of the External Review.

6 RECORD KEEPING

- 6.1 The University will ensure that records of appeals and appeals outcomes are kept confidentially on the Student's File and in accordance with the *Policy: Privacy*.

7 RELATED DOCUMENTS AND FORMS

- 7.1 Form: Student Appeals (VET)
- 7.2 Application for Retroactive Withdrawal
- 7.3 Application to Re-credit a FEE HELP Balance (VET Student Loans)
- 7.4 VET Withdrawal Application and Refund Request Form (Non VET Student Loans)
- 7.5 VET Student Handbook.

8 DEFINITIONS

For the purpose of this Procedure, the following definitions apply:

Applicant means a person who has applied to study a VET Course at the University.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as specified in a Training Package or by the learning outcomes of a VET accredited course.

Student means a student enrolled in a VET course at the University.

VET means Vocational Education and Training.

Version	Date of approval	Approved by	Amendment
1	11 March 2019	Vice Chancellor, following endorsement by Academic Council, 29 January 2019	New Procedure to clarify appeals processes for VET Students, clarifies provisions in VET Student Handbook

9 PROCESS SUMMARY: (VET) STUDENT APPEALS

Process Step	Responsibility
<p>Lodging an Appeal</p> <ul style="list-style-type: none"> An appeal should be lodged in writing as early as possible after notification of the decision, and within 20 working days to the Appeals and Conduct Officer. Appeals should include all information required by the <i>Form: (VET) Student Appeals</i>, including the grounds for appeal and any relevant supporting documentary evidence Advice and assistance on appeals processes is available from the Student Appeals and Conduct Officer fremantle.studentappeals@nd.edu.au. 	<p>Student</p> <p>Student</p>
<p>Notification of Appeal Outcome</p> <p>Notifications of the outcome of an appeal will be provided in writing and emailed to the Student's Notre Dame student email address.</p>	<p>Relevant Staff Member via Student Appeals and Conduct Officer</p>
<p>External Appeals</p> <p>Should a Student wish to appeal a decision of the University's appeals process:</p> <ul style="list-style-type: none"> Submit a written request to the Head of Campus via fremantle.studentappeals@nd.edu.au, within 20 working days from the date of receiving written notification of the outcome of their internal appeal. Request acknowledged Request forwarded to the External Reviewer Any recommendations implemented Copy of the decision provided to the Student and the Campus Registrar. 	<p>Student</p> <p>Head of Campus, via Student Appeals and Conduct Officer</p>