

ACADEMIC APPEALS POLICY (VOCATIONAL EDUCATION)

1. Purpose and Objectives

- 1.1 This policy sets out the rights and responsibilities of Le Cordon Bleu Australia (LCBA) staff and students regarding academic appeals.
- 1.2 It is designed to provide students with reference to policy statements and to information that is accessible and transparent.
- 1.3 It clearly articulates the process designed to facilitate the lodging of an academic appeal.
- 1.4 It upholds the principles of natural justice: that no student will be discriminated against or treated unfairly regarding the academic appeals process.

2. Scope

- 2.1 This policy applies to current or previously enrolled LCBA students and to all staff.
- 2.2 Issues that give rise to academic appeals include (but are not necessarily limited to):
 - Alleged academic misconduct
 - Alleged academic mismanagement
 - Non-attendance at assessments
 - Alleged failure to adhere to relevant current policies and procedures
 - Assessment results appeals, LCBA Final practical examinations and appeals against final results for a unit of competency or qualification

3. Legislative Context

- National Code 2018
- Standards for Registered Training Organisations (RTOs) 2015

4. Policy Statement

- 4.1 This policy provides the framework for appeals on academic decisions including the process for appealing assessments and final unit of competency results while maintaining the academic quality and rigour of Le Cordon Bleu Australia assessment processes.
- 4.2 The appeals process upholds the principles of natural justice: that no student will be discriminated against or treated unfairly regarding the grievance or complaint resolution process.

5. Policy

- 5.1 LCBA will begin the appeals process no later than 10 working days after receiving the appeal.
- 5.2 LCBA will advise the student in writing of the progress or outcome of their appeal within 10 working days of LCBA beginning the appeals process (20 working days from the lodgement of the appeal).
- 5.3 Appeals are not heard by a formal court or tribunal and lawyers will not make submissions during the appeals process.
- 5.4 At any stage throughout the academic appeals process the student may be accompanied by a support person of their choice.

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- 5.5 Students have the right to challenge the academic appeals process (see *Student Complaints and Appeals Policy*).
- 5.6 Where a student is dissatisfied with the academic appeals process or outcome(s) of an academic appeal to LCBA, they have the right to further the appeal (see *Student Complaints and Appeals Policy*)

6. Roles and Responsibilities

Roles	Responsibilities
Appellant	Raises and escalates (if necessary) academic appeal
Assessor	Receives appeal and undertakes review of case and advises appellant of outcome.
Program Manager	Investigates appeal and advises appellant of outcome and securely stores documentation
Dean (or delegate)	Convenes Academic Sub-committee
Academic Sub-committee	Considers appeal and determines outcome
Academic Manager VET	Provides formal communication of outcome to all stakeholders and securely stores documentation

7. Definitions

‘Academic Appeal’ is defined as an instance where a student makes a written submission disputing an academic/ assessment result.

‘Appellant’ refers to the person (student) lodging the academic appeal.

‘Compassionate or compelling circumstances’ are usually beyond the control of the student and are considered to have an impact on the student’s ability to successfully progress through their program of study. The staff of LCBA and its delivery partners will use their professional judgement to assess each case where students make a request on the grounds of compassionate or compelling circumstances and will consider documentary evidence provided by students to support their claims.

These circumstances could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country requiring emergency travel, and this has impacted on the student’s studies.

‘Natural justice’ refers to the principle of treating students fairly and implies LCBA’s provision of unbiased support mechanisms, including a fair hearing for students seeking to appeal a decision or make a formal complaint.

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‘Reasonable adjustments’ are adjustments to assessments made so that students with educational disadvantage have the same opportunity to complete assessment tasks as other students, while maintaining the integrity of the unit/s of competency being assessed.

‘Student’ can refer to a current, prospective or former student of Le Cordon Bleu Australia.

8. Related Documents

- Student Complaints and Appeals Policy
- Assessment Policy (VET)
- Academic Progress Policy (VET)
- Academic Integrity Policy
- Credit Transfer and Recognition of Prior Learning (RPL) Policy VET

9. Implementation

- 9.1 The Academic Director (VET) is responsible for ensuring that future major changes to this policy will be accompanied by a completed Implementation Plan, countersigned by the Dean and presented with the policy to the Academic Board.
- 9.2 The Implementation Plan will include a Communication Strategy that identifies key stakeholders and the requirements for effectively implementing and monitoring this policy.

10. Procedure

Appeal Against Assessment results:

- 10.1 Students should appeal in writing to their assessor within 10 working days of receiving notification of the assessment result. The appeal should state the reasons for the appeal and provide any evidence the student has in support of the appeal.
- 10.2 The assessor will consider the student’s appeal and make a determination regarding the outcome of the appeal. The assessor will inform the student in writing of the decision.
- 10.3 Where a student does not wish to approach the assessor or is not satisfied with the outcome of an appeal to the assessor, the student should appeal in writing to the Program Manager and include the details of their appeal.
- 10.4 The Program Manager will consider the student’s appeal and make a determination regarding the outcome of the appeal. The Program Manager will inform the student in writing of the decision. If the student is not satisfied with the outcome of the appeal to the Program Manager, the appeal may be lodged according to the requirements under an appeal against a final result for a unit of competency or qualification.

Appeal Against Final Results for A Unit of Competency or Qualification:

- 10.5 Appeals against final results for a unit of competency or qualification must be in writing, addressed to the Dean, LCBA and lodged by email to the relevant LCBA Student Services department within 10 days of the student receiving notification of results for a unit of competency or qualification. The appeal must state the reason/s for the appeal and provide any evidence the student has in support of the appeal.
- 10.6 The Dean (or delegate) will convene a Sub-committee of the Academic Committee to consider the appeal and determine its outcome. The Sub-committee will consist of at least

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two senior academic staff members from the delivery partner and one senior academic staff member from LCBA. The student will be invited to attend the Sub-committee meeting.

- 10.7 LCBA will advise the student in writing of the Sub-committee’s decision.
- 10.8 Where the student is dissatisfied with the outcome of an appeal to the Academic Sub-committee, the student may appeal to the Dean of LCBA to reconsider the decision, giving reasons for the appeal. The Dean may convene a committee of suitably qualified persons not involved in the original appeal, to assist in this review process.
- 10.9 LCBA will only consider further appeals where new information is provided to support the appeal and this information was not available to the student during previous appeals, or the student can demonstrate that LCBA has not correctly implemented its Policies and Procedures.
- 10.10 Students who remain dissatisfied with the outcome of the previous stages of the appeals process as detailed in this policy have access to external appeal processes. Please see the Complaints and Appeals Policy for further detailed information.

11. Summary of changes since last approval

Authored by	Description
VQMC Policy working Group	Adopted revised policy template Applied continuous improvement – procedural instructions, related documents, definitions, formatting, editorial. Minor changes as per VQMC recommendations