



## ACADEMIC APPEALS PROCEDURE

Tabor College NSW has detailed procedures in place for dealing with complaints and grievances made by students. Information on this page explains the procedure for addressing disputes involving results awarded for individual modules and concerning the outcome of an application for Advance Standing or Credit Transfer. The College's Grievances Handling Procedures includes procedures for dealing with other matters.

### **RESULTS:**

This procedure applies only to disputes involving notification of the award of either a fail or terminal pass grade in a yearlong or semester-long subject unit in a program-work based program. The award of 'pass', 'credit', 'distinction', and 'high distinction' is not reviewable.

In response to a student's request that a result be reviewed, the Principal initiates an internal review of the appellant student's case as expeditiously as possible. As part of this process, the Principal EITHER obtains the opinion of an academic colleague who is suitably qualified in the field concerned, where this is both practicable and appropriate, OR establishes such other form of internal review that is mutually acceptable to the appellant student and the College.

The Principal notifies the appellant student of the outcome of the internal review. Where the internal review fails to resolve the dispute to the satisfaction of either or both of the parties, access to external independent arbitration is provided. The College appoints an arbitrator to whom it gives access to all relevant documents material to the review. The arbitrator, who reports to the College, must be an acknowledged expert in the relevant discipline. The arbitrator's decision is final.

### **ADVANCE STANDING AND CREDIT TRANSFER:**

This procedure applies only to disputes deriving from notifications of the award of block credit, where all or part of the proposal is rejected.

In response to a student's request that the quantum of block credit be reviewed, the Principal initiates an internal review of the appellant student's case as expeditiously as possible. As part of this process, the Principal EITHER obtains the opinion of a senior academic colleague OR establishes such other form of internal review that is mutually acceptable to the appellant student and the College.

The Principal notifies the appellant student of the outcome of the internal review. Where the internal review fails to resolve the dispute to the satisfaction of either or both of the parties, access to external independent arbitration is provided. The College appoints an arbitrator to whom it gives access to all relevant documents material to the review. The arbitrator, who reports to the College, must be an acknowledged expert in the relevant discipline. The arbitrator's decision is final.