



Policy and Procedure for Conducting Student Appeals (OM039WP)

Issue: 1.2

Date Approved: 29/4/2025

Next Review: 29/4/2028

1 Objective

To outline the circumstances and steps available to a student who wishes to appeal a decision of Central Regional TAFE (CR TAFE) or any third party contracted by CR TAFE on academic and/or disciplinary matters in relation to academic judgement or misconduct that adversely affect the student.

This policy and procedure apply to all students enrolled with CR TAFE for the delivery of education, training and assessment services.

This policy does not relate to complaints received regarding any non-academic aspect of the provision of products or services by CR TAFE (refer to Policy and Procedure for Client Complaints [CF010P](#)).

2 Policy

2.1 Appeals Categories

Students have the right to appeal a decision in relation to:

Academic judgement which may include but is not limited to:

- education and training delivery,
- curriculum
- assessments
- student progress (including enrolment, RPL, Credit Transfer)
- issuing of results and awards

Misconduct which may include but is not limited to:

- academic circumstances
- Central Regional TAFE By-Laws (No. 2) 2016

2.2 Principles of natural justice and procedural fairness

- 2.2.1 At all stages of the process, the student and/or respondent has the right to be represented by a third person (such as a family member, friend, counsellor or other professional support person).
- 2.2.2 The student is to be informed of their right to be able to apply to an external agent if they are not satisfied with the outcome of the formal appeal.
- 2.2.3 CR TAFE agrees to be bound by any recommendations (as feasible) arising from the review of the external agent. The relevant Director will ensure that any recommendations made are implemented within thirty (30) days of receipt of the report from the external agent.
- 2.2.4 The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.

2.2.5 Nothing in this policy and procedure limits the rights of students to take action under Australia's Consumer Protection laws.

2.2.6 These procedures do not circumscribe a student's right to pursue other legal remedies at their own cost.

2.3 **Appeals are addressed in a timely manner**

2.3.1 In the interest of providing the most effective and timely address of student's appeal, appeals will be dealt with as close to the source as possible and involve the people most directly concerned.

- I. CR TAFE will respond to appeals in a timely manner and ensure the student is kept informed of progress in the resolution of the appeal and of any undue delay.
- II. Where CR TAFE considers more than sixty (60) calendar days is required to process and finalise the appeal, CR TAFE will:
 - a. inform the student in writing, including the reasons why more than sixty (60) calendar days is required; and
 - b. regularly update the appellant on the progress of the matter

3 Procedures

3.1 **Informal Appeal**

Academic Judgement:

3.1.1 If a student wishes to appeal an academic decision they should be encouraged, in the first instance, raise the issue with their Lecturer/Assessor within fourteen (14) calendar days of receiving their results.

The Lecturer/Assessor retains notes and/or written communication of discussions with the student.

3.1.2 If the appeal is not resolved during discussions with the Lecturer/Assessor, the Lecturer/Assessor will advise the student of the opportunity to meet with the relevant Portfolio Manager to discuss their appeal. The Lecturer/Assessor should arrange the meeting (as agreed by the student) as soon as practicable and provide the Portfolio Manager with the notes and/or written communication of discussions with the student. The Portfolio Manager meets with the student (if applicable) and retains notes of the discussion and outcomes.

If the student is not satisfied with the outcome of this meeting they can lodge a *formal appeal* in writing as outlined in 3.2 stating the reasons for their appeal (see the *Appeals Criteria* in the Definitions section of this document).

3.2 **Formal Appeal**

Academic Judgement:

3.2.1 Students have a period of fourteen (14) calendar days from the date they receive their results and/or the date of meeting with the Portfolio Manager under 3.1.2, to lodge a formal appeal against a decision given on academic matters.

The Lecturer/Assessor provides the student with the Letter of Student Appeal or the student may source the letter from the CR TAFE website by visiting www.centralregionaltafe.wa.edu.au > Apply and Enrol > Student Right's and Responsibilities > How to lodge an appeal.

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- 3.2.2 The Student returns completed Letter of Student Appeal to:

Manager Academic Quality and Capability
Locked Bag 103
GERALDTON WA 6531
Or email to: quality@crtafe.wa.edu.au

- 3.2.3 Academic Quality and Capability (AQC) records the appeal and sends a Letter of Acknowledgement to the student within five (5) calendar days, acknowledging receipt of their appeal and outlining the appeals process and timeframe.

- 3.2.4 AQC provides the relevant Director Training with the *Letter of Student Appeal*.

- 3.2.5 The appeal process is to be completed within twenty-one (21) calendar days of receipt of the formal appeal.

- 3.2.6 The relevant Director Training (either Profile Operations or Employment Pathways) convenes the Appeals Panel comprising:

- The Director (Panel Chair)
- A Principal Lecturer
- An industry/content expert who is independent of the original decision process (may be employed by the College or an external party)

Members of the Panel will gather information from the lecturer(s)/assessor, the student and other relevant parties. Both the student and the lecturer(s)/assessor will be provided full access to the relevant evidence and be given an opportunity to present their case to the Panel.

The Panel members will be guided by the Appeals Criteria when arriving at a decision.

- 3.2.7 Notes on the appeal investigation and resulting outcome will be recorded using the Student Appeals Criteria and Decision Form [OM039F1](#). All panel members are to sign and date the form and provide to AQC for recording on the appeals register and, on CR TAFE's, electronic records management system.

- 3.2.8 AQC will send the student a Letter of Outcome of Appeal within fourteen (14) calendar days, upon receipt from the Panel Chair of the formal appeal decision.

This letter will also advise the student of their right to be able to apply to an external agent within twenty-eight (28) calendar days, for a review of the outcome, and will provide the contact details as follows:

- 3.2.9 If you feel the College has not resolved your appeal and you wish to pursue this matter further, you may lodge an appeal with the Training Accreditation Council (TAC) within twenty-eight (28) calendar days from this written notice. There are no fees associated with lodging an application with TAC:

Office of the Training Accreditation Council
1 Prospect Place
West Perth, WA 6005
Phone: 08 9224 6510
Email: tac@dtwd.wa.gov.au
Website: <http://www.tac.wa.gov.au>

- 3.2.10 Where an appeal is upheld, student records are amended and re-issued with appropriate corrective action undertaken to eliminate or mitigate the likelihood of recurrence.

3.3 Appeal Relating to Misconduct

Academic circumstances or disciplinary consequences under By-law 20 of the Central Regional TAFE By-laws:

- 3.3.1 An enrolled student may appeal any decision made in reference to them under Central Regional TAFE By-law 20 within twenty-eight (28) days, after having been made aware of that decision.

- 3.3.2 The student is to provide written details of the appeal to:

The Student Appeal Committee
C/- Academic Quality and Capability
Locked Bag 103
GERALDTON WA 6531

Or by email: quality@crtafe.wa.edu.au

- 3.3.3 The appeal process is to be completed within twenty-one (21) calendar days of receipt of the formal appeal.

- 3.3.4 The Student Appeal Committee shall comprise the following persons:

- an executive member of the college or senior member of staff who will be the chairperson
- a Governing Council member or representative industry member
- one enrolled student nominated by the student association or an independent community member.
- A Principal Lecturer (if the appeal relates to academic misconduct)

- 3.3.5 Appeals under By-law 20 of the [Central Regional TAFE By-laws](#) will be conducted in accordance with Bylaw 20(6) – 20(11).

- 3.3.6 Academic Quality and Capability will send the student a Letter of Outcome of Appeal upon receipt of the formal appeal decision.

This letter will also advise the student of their right to appeal or seek the judicial or administrative review of any decision made under this By-law 20 in any court or tribunal of appropriate jurisdiction.

4 Definitions

CR TAFE – refers to Central Regional TAFE, including all its campuses and delivery centres.

Informal Appeal – appeal is raised directly with the lecturer in the first instance and need not be in writing and it is anticipated that most appeals can be resolved at this level.

Formal Appeal – when the appeal is put in writing and addressed to the Manager Academic Quality and Compliance.

Academic Appeals Criteria

- The assessment did not meet the requirements of the relevant Training Package or Accredited Course and/or unit/s of competency and was not conducted in accordance with the Principles of Assessment (fairness, flexibility, validity and reliability) and/or the Rules of Evidence (validity, sufficiency, authenticity and currency).

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- The assessment decision was not made in accordance with the specified criteria/decision making rules.
- The student was not informed about the training, assessment, resources and support services to be provided, and about their rights and obligations.
- The student did not receive the amount of training, assessment and access to resources and support services that met their individual needs.
- The student did not have timely access to current and accurate records of their participation and progress.
- The trainers and assessors did not have the relevant training and assessment credential, vocational competency to the level being delivered and assessed, industry currency relevant to the training and assessment being provided, current knowledge and skills in vocational training and learning that informs their training and assessment as determined by the current Standards for RTOs.
- The student was not issued the correct qualification and/or Statement of Attainment.

Misconduct Appeals Criteria

- There was a failure to comply with procedural fairness.
- There is evidence relating to an allegation of misconduct that was not reasonably ascertainable at or prior to the decision, as the case may be, and that would probably have affected the decision or any penalty imposed.
- The decision and/or penalty were manifestly wrong, excessive or unfair.

5 **References**

[Central Regional TAFE By-laws](#)

[Standards for RTOs 2025](#) (as from July 2025)

[Vocational Education and Training Act 1996](#)

6 **Documentation**

Letter of Student Appeal ([OM039F2](#))

7 **Responsibilities**

Responsible Director	Director Client Experience
Responsible Officer for implementation and monitoring	Manager Academic Quality and Capability
Approved by	Director Client Experience