

Assessment Appeals Procedure

Approved by: Director Product Growth and Optimisation

Approval date: 9 July 2025

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Section 1. Purpose

- 1.1 The purpose of the Assessment Appeals Procedure is to support a fair, consistent and transparent assessment appeals approach and put into effect the [Assessment Appeals Policy](#).
- 1.2 This procedure aligns to the [Assessment Policy](#), organisational strategy and complies with all regulatory frameworks and legislation including:
 - a [English Language Intensive Courses for Overseas Students \(ELICOS Standards\)](#)
 - b [National Vocational Education and Training Regulator \(Outcome Standards for NVR Registered Training Organisations\) 2025](#).
 - c [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(National Code\)](#).

Section 2. Scope

- 2.1 This procedure allows students to appeal formal assessment decisions made by TAFE NSW, its contractors, or third parties engaged by TAFE NSW to deliver training and assessment, including recognition of prior learning (RPL) assessment decisions. Appeals may be lodged on the following grounds:
 - a Relevant provisions of TAFE NSW policy and procedure have not been followed.
 - b The assessment did not adhere to the principles of assessment and rules of evidence.
 - c An administrative error has been made.
 - d New information has come to light that is relevant to the assessment decision.
- 2.2 The Assessment Appeals Procedure applies to:
 - a Vocational Education and Training (VET) students enrolled in courses and programs offered by TAFE NSW
 - b International Students enrolled in VET and English Language Intensive Courses for Overseas Student (ELICOS) offered by TAFE NSW.
 - c All TAFE NSW staff and third parties are involved in the assessment of the appeals process.
- 2.3 This policy excludes:
 - a Higher Education courses and assessments. Please refer to the Higher Education Assessment Procedure.
 - b Assessment decisions which have been referred to the [Academic Integrity Procedures](#) and a breach substantiated. The Academic Integrity Procedures contain provisions for appeals of those decisions.

Section 3. Procedure

3.1 TAFE NSW will process assessment appeals in accordance with the principles stated under clause 3.1 of the [Assessment Appeals Policy](#).

3.2 This procedure is to be made available to students on the TAFE NSW website.

Lodging an Appeal

3.3 TAFE NSW students may appeal an assessment or Recognised Prior Learning (RPL) decision on one or more of the grounds specified in clause 2.1, within 20 days of being informed of the assessment result.

3.4 To initiate the appeals process, students must complete the [Assessment Appeal Request Form](#) and submit the completed form to AssessmentAppeals@tafensw.edu.au.

3.5 Commencement of review of the appeal will commence within 10 working days of it being made by the student and be resolved as soon as possible.

3.6 The Educational Quality Branch is responsible for the assessment appeals inbox, which includes monitoring the inbox, keeping a centralised record of appeals through the Assessment Appeals Register, distributing the appeals to an appropriate reviewer, and maintaining information and resources to support the appeals process on the Assessment Appeals Hub.

Reviewers

3.7 The appeal will be allocated for assessment to the line manager of the assessor who made the original decision.

3.8 Reviewers are responsible for conducting the appeal process and determining the outcome. They must be independent of the original assessment decision, and they must adhere to the principles under clause 3.1 of the [Assessment Appeals Policy](#).

3.9 The reviewer is responsible for the following actions to be completed throughout the appeal process:

- a Determine if the appeal meets the criteria outlined in clause 2.1 and commence the assessment process. Where an appeal does not meet the criteria, inform the student in writing and include the reason.
- b Conduct a thorough assessment of the students' application and the relevant assessment, ensuring all aspects of the appeal are carefully considered and evaluated in accordance with institutional policies and standards.
- c Take immediate steps to commence any rectifications required because of an appeal outcome found in the favour of a student.
- d Inform the students of the appeal outcome in writing within 20 working days of the appeal submission and include the reasons for the outcome and any rectification that will be undertaken as a result. If exceptional circumstances cause a delay, the student will be notified and provided with a revised timeframe.
- e If the student is not satisfied with the outcome, provide them with the details of how they can request a formal review of the outcome. Refer to clauses 3.17-3.19 below for details.

Assessment of the Appeal

3.10 The reviewer assesses the appeal, which may be through a range of measures depending on the grounds (criteria) on which the student has appealed. In all cases, the original assessor will be consulted and given the opportunity to review the appeal information and change their original assessment decision if they find that the original assessment decision was incorrect, or an administrative error has been made. Other measures undertaken by the reviewer may include but are not limited to:

- a Examining the assessment process, comparing it against the institution's policies, procedures and the principles of assessment; commonly the [Assessment Policy](#), [Assessment Procedure](#), [Academic Integrity Policy](#) and [Procedure](#), and the ELICOS Assessment Policy.
- b Examining the student's assessment evidence against the assessment tools and the rules of evidence.
- c Examining any additional evidence or information that has been submitted by the student and determining its relevance to the assessment outcome.
- d Interviewing the student to gain further insights into the appeal is important. Students may have a support person attend the meeting if they wish.
- e Asking a peer assessor/teacher from a different section or campus of the same course to review the assessment process and/or assess the students' assessment evidence against the assessment criteria to determine competency or attainment of the learning outcomes.
- f Seeking to identify and confirm any administrative errors that may have occurred during the entry, processing, or recording of assessment results.

Outcomes of the Appeal

3.11 If the assessment of the appeal is found in favour of the student (in part or in full) the reviewer will determine the appropriate outcome/s. Which may include the following:

- a If an administrative error is confirmed, the reviewer will ask the teacher/original assessor to take immediate corrective action to rectify the error. This includes updating the students' assessment results to accurately reflect their competency and/or attainment of learning outcomes and ensuring that the correction is documented appropriately.
- b Arranging for the assessment result to be changed. The reviewer must be satisfied that the new result reflects the student's competency and/or attainment of learning outcomes and is in line with the principles of assessment and rules of evidence.
- c Arranging for re-assessment to be conducted in line with the Assessment Policy and Procedure and the principles of assessment and rules of evidence. Where possible, re-assessment should be conducted within the original enrolment period.

3.12 If the original assessment decision is upheld, the reviewer will use the relevant template provided on the Assessment Appeals Hub to notify the student in writing, include the reasons for the outcome and provide them with information about how to request a formal review of the appeal decision.

Notification of Appeal Outcomes

- 3.13 The reviewer will notify the student within 20 working days of the outcome of the appeal in writing, including providing reasons for the outcome, any changes to their assessment result or re-assessment information. Students will also be informed of how they may request a formal review of the appeal outcome.
- 3.14 The notifications to students will be sent using the relevant template/s provided on the Assessment Appeals Hub.
- 3.15 The reviewer will notify the original assessor, and any peer assessor involved in the appeal of the outcome, including the reasons for the outcome.
- 3.16 The reviewer will notify AssessmentAppeals@tafensw.edu.au of the outcome so that centralised records can be maintained.

Formal Review of Appeal Outcomes

- 3.17 If a student is not satisfied with the appeal outcome, they may request a formal review through AssessmentAppeals@tafensw.edu.au.
- 3.18 The reviewer will be required to provide all documentation relating to the appeal to the Director Educational Operations.
- 3.19 The Director Educational Operations will:
 - a Acknowledge receipt of the formal review request within 2 working days by emailing the student to confirm receipt and providing information on the next steps.
 - b Review the original assessment process, assessment evidence and supporting documentation, and any additional evidence provided by the student.
 - c Review the documentation related to the appeal of assessment and outcome.
 - d Independently obtain information from the original assessor and peer assessor/teacher to maintain privacy.
 - e Interview the student, who may have a support person, attend the meeting if they wish.
 - f Seek clarification as required from the reviewer.
 - g Decide and communicate the review outcome within 20 working days of receiving the request, using the relevant template from the Assessment Appeals Hub. The email should explain the reasons for the decision and be addressed to the student and Reviewer, with the Teacher/Assessor and Peer Teacher/Assessor copied via blind carbon copy (BCC). If exceptional circumstances cause a delay, notify the student and provide a revised timeframe.
 - h Advise the reviewer to implement the relevant outcomes as per clause 3.11a-c.
 - i If the formal review outcome is not found in favour of the students, they will be provided with contact information for the [NSW Ombudsmen](#).

Rectification and Continuous Improvement

- 3.20 Where an appeal or formal review highlights a rectification or an improvement opportunity related to TAFE NSW assessment practices and/or administration, the reviewer and/or the Director of Educational Operations will take steps to ensure the rectification or improvement opportunity is directed to an appropriate person, branch or faculty for actioning.

Records Retention

- 3.21 The reviewer is responsible for ensuring that all documents relating to assessment appeals and formal reviews are retained as per the Retention of Student Educational Evidence Procedure.
- 3.22 The Educational Quality Branch is responsible for retaining centralised information relating to the number of appeals and formal reviews lodged, the grounds on which they are lodged and the outcomes.

Section 4. Monitoring

- 4.1 The Responsible Officer or their delegate will monitor the effectiveness of, and feedback received relating to this procedure and take action to ensure its continued improvement and adherence to the Assessment Appeals Policy and legislative requirements.
- 4.2 The Responsible Officer will coordinate a formal review of this procedure every three years or where a change to legislation or organisational structure necessitates a review.

Section 5. Responsibilities

Position	Responsibility
Executive Director Course Development and Quality (Accountable Officer)	Oversight of the development, review and amendment of this procedure, with the authority to approve revisions to the procedure to ensure alignment with regulatory and legislative requirements and current TAFE NSW operations.
Associate Director Educational Governance and Compliance (Responsible Officer)	Supports the Accountable Officer in the development, monitoring, review, amendment and implementation of this procedure, to ensure alignment with regulatory and legislative requirements and current TAFE NSW operations.
Director Educational Operations	Conducts formal reviews of assessment appeal outcomes, determines a final decision and communicates the outcome to stakeholders.
Assessment Appeals Administrator	Triages Assessment appeals and distributes to the relevant Reviewer, supporting workflow and ensuring efficient document management. Manages the Assessment Appeals Register.

	Inbox: AssessmentAppeals@tafensw.edu.au MS Teams Site: TAFE NSW Assessment Appeals Hub Help: Assessment Appeals - Administrator Guide
Reviewer	The Reviewer is the line manager of the teacher/assessor who made the original assessment decision involved in the assessment appeal. If the original assessor is the Team Leader, the appeal must be assigned to the Director of Educational Operations, aligned to the specific Faculty. Help: Assessment Appeals - Reviewer Guide LTG
Peer Teacher/Assessor	Conducts an independent review of the assessment decision and provide findings to the Reviewer. Support discussions and provide relevant information as required during the assessment appeal and the formal review processes.
Teacher/Assessor	Provides evidence to support the original assessment result and support discussions as required in the assessment appeal and formal review processes.
Student	Access and where appropriate, adhere to the Assessment Appeals Policy and Procedure.

Section 6. Governance information

Governance	Details
Related policies	This procedure is governed by the Assessment Appeals Policy
Related documents	This policy is to be read together with TAFE NSW policies and procedures outlined below: Assessment Policy and Procedure Academic Integrity Policy and Procedure Recognition Policy Recognition of Prior Learning Procedures
Accountable Officer	Executive Director Course Development and Quality
Responsible Officer	Associate Director Educational Governance and Compliance
Content Manager number	PROJ19/606

Governance	Details
Next review date	3 years from the approval date, unless legislation states otherwise.

Section 7. Definitions

Word	Definition
Assessment	The process by which TAFE NSW, or a third-party delivering services on its behalf, collects evidence for the purposes of determining: - whether a VET student is competent to perform to the standard specified in the training product - The level at which an ELICOS student has or has not attained the relevant learning outcomes.
Assessment Appeal	A formal request to review an assessment result, about how an assessment was conducted including who conducted the assessment, and the outcome of an assessment of evidence provided for recognition of prior learning (RPL).
Assessment Appeal Form	The official form that student must complete to submit a formal assessment appeal.
Assessment Result	The result or decision made after the assessment process, indicating whether the student has met competencies or learning outcomes.
Formal Review	A process where, if a student is dissatisfied with the outcome of their assessment appeal, they can request an independent review of the decision.
NSW Ombudsman	The external independent body that handles complaints and disputes about NSW governments institutions, including TAFE NSW, when internal review processes are unsatisfactory.
Recognition of Prior Learning (RPL)	An assessment process that assesses the competencies of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training packaged or VET accredited courses
Re-assessment	An opportunity given to a student to retake an assessment after an appeal or review has been granted.

Word	Definition
Review Request	A formal request submitted by a student in writing to the Director Educational Operations when dissatisfied with the outcome of an assessment appeal.

Section 8. Document history

No.	Effective	Approved by	Amendment
1	1 January 2019	General Manager Training and Operations	Initial release of procedure to align with commencement of the One RTO model.
2	7 March 2019	Chief Education and Training Officer	Amended Procedure to reflect new Manage Assessment Appeals Policy.
3	11 March 2019	Chief Education and Training Officer	Include Written Direction and HPCM Record Numbers.
4	19 June 2025	Director Product Growth and Optimisation	Improved processes to meet updated RTO standards and privacy. Introduction of a more convenient method for submitting an Assessment Appeal.
5	9 July 2025	Director Product Growth and Optimisation	Minor administrative change.

Note: (17 March 2026) Accountable and Responsible Officer roles have been updated since publication, as part of an automated update associated with recent operating model changes. These updates reflect position title or organisational alignment changes only and will be captured in the version history when the document is next reviewed and published.