

Academic Appeals Policy		
1.	Purpose	Flowers Design School is committed to providing quality training and assessment practices across the scope of course delivery. An adequate appeals policy enables FDS and its students a clear, free of ambiguity process to follow should an assessment decision be challenged by the student.
2.	Scope	The scope of this policy applies to all FDS stakeholders, in particular to FDS training and administration team and students.
3.	Definition(s)	<p>For the purposes of this policy, unless otherwise stated the following definitions shall apply;</p> <p><b>CEO</b> Chief Executive Officer</p> <p><b>FDS</b> Flowers Design School</p> <p><b>Stakeholders</b> All persons with a vested interest in FDS including but not limited to;</p> <ul style="list-style-type: none"> <li>Students</li> <li>Team Members</li> <li>Professional Associations</li> <li>Employers</li> <li>Government &amp; Regulatory Agencies</li> <li>Contractors / Service providers</li> </ul>
4.	Policy Guidelines	<p><b>Appeals related to unit assessment</b></p> <p>Where a student is dissatisfied with the assessment outcome the student must approach the trainer / assessor of the applicable module / unit in the first instance to discuss and / or request a review of that assessment. In case of review, the student must present a case in writing arguing that the original marking was unfair or inconsistent with marking guidelines. If there is conflict between the student and the trainer / assessor concerned, the student is to direct the initial enquiry to the training manager. It is the normal expectation that such review will resolve most appeals against assessment within a particular unit / module.</p> <p>The request for a review must be made within ten days of the release of the original marked assessment or final outcome.</p> <p>If the student remains dissatisfied the student may appeal in writing, within twenty days of the release of notification of the outcome, to the CEO. The CEO will discuss the case with the trainer/assessor and or training manager and investigate:</p> <ul style="list-style-type: none"> <li>• Whether the student's case demonstrates that the original marking was unfair, inappropriate or inconsistent with marking guidelines</li> <li>• Whether there is any evidence that the performance in the unit / module by the entire unit / module class suggests a generic issue with the design</li> </ul>

or conduct of the assessment

In reaching the decision as to unit / module class performance the CEO may, at his/her own discretion, consult with external support agencies and advisory bodies. As a result of the investigation the CEO may:

- Uphold or dismiss the appeal and report the outcome of the appeal to the student in writing within twenty days of the date of the appeal
- Determine that the original assessment should be set aside and substituted with a new assessment for the entire unit / module class

**Appeals related to assessment of practical and/or work experience**

Where a student is dissatisfied with the assessment of practical work or work experience, the student must approach the appropriate trainer / assessor. In the case of work that is assessed in a workplace such as "on the job" assessments, a detailed report will be sought from the mentor/supervisor at the location where the practical work experience was conducted. The authorised FDS team member (appropriate trainer / assessor or training manager), will review this report with the student. It is the normal expectation that such review would resolve most appeals against assessment within a particular unit.

Appeals against assessments of practical work and/or work experience must be made within twenty days of the assessment being released or the work experience assessment being conducted.

If the student remains dissatisfied following consultation with the appropriate FDS team member, the student may appeal in writing, within twenty days of the release of notification of the outcome, to the CEO of the School. In considering such an appeal the CEO will discuss the case with the relevant team members concerned, and if applicable, with the mentor/supervisor at the location where the practical work experience was conducted. The CEO will uphold or dismiss the appeal and will report the outcome to the student in writing within twenty days of the date of the appeal.

If the student is dissatisfied with the outcome of the appeal or the process followed, the student may lodge a subsequent appeal in writing and request additional review. Usually, the student will support this by providing evidence or valid, reliable information to support the second appeal. The CEO will uphold or dismiss the appeal and report the outcome of the appeal to the student in writing within twenty days of the date of the appeal.

**Appeals against the application of FDS policies**

Where a student wishes to appeal against a decision in regard to the application of policy, the appeal must be made in writing to the CEO. The student must present a case demonstrating that FDS policy was not applied correctly.

Appeals against the application of FDS policy must be made within twenty days of the original decision being released to the student, subject to otherwise stated deadlines.

In considering such an appeal, the CEO will discuss the case with the person concerned. The CEO will dismiss or uphold the appeal and will report the outcome of the appeal to the student in writing within twenty days of the date of the appeal.

If the student is dissatisfied with the outcome of the appeal or the process followed, the student may lodge a subsequent appeal with any appropriate regulatory agencies, seek external counsel or report the matter to any appropriate agency. This is to be done in writing within twenty days of the date of the letter of advice. The student is to advise the CEO of this action.

**Appeals related to extensions of time for the submission of student work / assessment or other evidence as outlined in the module / unit course information.**

Where a student wishes to appeal against a decision in relation to extensions of time and submissions of work, the appeal must be made in writing to the training

		<p>/ assessor of the applicable module / unit. The trainer / assessor must follow policy guidelines regarding granting extensions to students. In considering such an appeal the training / assessor will discuss the case with the training manager and CEO. The CEO will uphold or dismiss the appeal and report the outcome to the student in writing within twenty days of the date of the appeal.</p> <p>Appeals against a decision in relation to extensions of time for the submission of student work / assessment or other evidence as outlined in the module / unit course information must be made within twenty days of the original decision being released to the student, subject to otherwise stated deadlines. If the student is dissatisfied with the outcome of the appeal or the process followed, the student may lodge a subsequent appeal with any appropriate regulatory agencies, seek external counsel or report the matter to any appropriate agency.</p>
5.	References	<ul style="list-style-type: none"> <li>a) Student Handbook</li> <li>b) Team member Handbook</li> <li>c) FDS Organisational Folder / Policy/</li> </ul>
6.	Approval	This policy is approved by The Chief Executive Officer of FDS
8.	Approval Dates	<p>The policy was approved on: 01/04/2010</p> <p>The policy takes effect from: 01/10/2009</p> <p>The policy will be reviewed by:01/10/2010</p>
9.	Policy Owner	<p>Matters arising from this policy should be directed to;</p> <p>The Chief Executive Officer of Flowers Design School  Ms H Jayne Endall  Suite 39C City West Centre  Plaistowe Lane, West Perth 6005  <a href="mailto:jayne@floristry.com.au">jayne@floristry.com.au</a>  Tel: +61 8 9321 022</p>