

Assessment Appeals Procedure

1.0 Purpose

This procedure describes the circumstances in which a student may appeal a decision that affects them, and outlines the roles, responsibilities, and tasks of students and staff in undertaking an appeal in relation to those decisions.

2.0 Scope

This procedure applies to all courses, or components of courses conducted by Bendigo Kangan Institute (BKI). External assessment appeals will be governed by the relevant external authority.

3.0 Procedure Reference

Assessment Appeals Policy

Data Provision Requirements Policy

Feedback (Compliments and Complaints) Policy

Privacy and Freedom of Information Policy

Student Code of Conduct

Student Wellbeing and Accessibility Policy

Training and Assessment Policy

4.0 Procedural Steps

No.	Phases and steps	Name of role who actions
4.0	<p>Requesting an Appeal:</p> <p>A student can appeal a decision within 28 days where an appeal is applicable, and it meets the criteria for an appeal as per the Appeal Policy.</p>	The person who has had the decision made against them.

PROCEDURE

No.	Phases and steps	Name of role who actions
4.1	Internal appeal	
4.1.1	<p>Referring requests for internal review:</p> <p>Requests for an appeal must be made to Governance, Risk and Compliance in writing</p>	
4.1.2	<p>Assessing requests for an appeal:</p> <p>Determines or delegates the determination of whether:</p> <ul style="list-style-type: none"> • The appeal should not proceed because the request does not fall under the provisions or grounds for an appeal • An appeal is required. 	Head of Governance Risk and Compliance
4.1.3	<p>Allocating matters for appeal</p> <ul style="list-style-type: none"> • Where grounds for an appeal exist, they are allocated to an independent decision-maker who was not originally involved in the initial decision to which the appeal relates. This could be a Director or Senior Leader from a different business unit or an alternative Director within the same business unit that the appeal relates. • Where relevant, an appeal may be sent to the Appeals Committee for review. The Committee is Chaired by the Registrar, or delegate, who will co-opt suitably qualified staff to hear the matter. 	Head, Governance Risk and Compliance
4.1.4	<p>Conducting an appeal:</p> <p>The appeal reviewer considers whether the original decision:</p> <ul style="list-style-type: none"> • identified and addressed all relevant issues and obligations • sought and considered appropriate information • applied relevant obligations, policies and procedures • made the correct decision • adequately explained the decision to the student • if new evidence is provided, considers this evidence <p>At the end of the review, the Appeal Reviewer/s may recommend:</p> <ul style="list-style-type: none"> • to uphold the original decision • to overturn the original decision and provide a plan of rectification 	Appeal Reviewer

Assessment Appeals Procedure

No.	Phases and steps	Name or role who actions																						
4.2	External Referrals																							
4.2.1	<p>The following organisations can receive complaints about the Institute:</p> <table border="1"> <thead> <tr> <th data-bbox="391 432 808 485">Organisation</th> <th data-bbox="808 432 1230 485">Details</th> </tr> </thead> <tbody> <tr> <td data-bbox="391 485 808 596"><i>Institute decisions and actions, Human Rights</i> Victorian Ombudsman</td> <td data-bbox="808 485 1230 596">9613 6222 https://www.ombudsman.vic.gov.au/complaints/</td> </tr> <tr> <td data-bbox="391 596 808 737"><i>Vocational Education & Training Programs</i> Australia Skills & Quality Authority (ASQA)</td> <td data-bbox="808 596 1230 737">1300 701 801 enquiries@asqa.gov.au</td> </tr> <tr> <td data-bbox="391 737 808 827"><i>Overseas students, VET Student Loans</i> Commonwealth Ombudsman</td> <td data-bbox="808 737 1230 827">1300 362 072 ombudsman@ombudsman.gov.au</td> </tr> <tr> <td data-bbox="391 827 808 938"><i>Consumer issues (marketing and sales)</i> Consumer Affairs Victoria</td> <td data-bbox="808 827 1230 938">1300 55 81 81 https://www.consumer.vic.gov.au/contact-us</td> </tr> <tr> <td data-bbox="391 938 808 1001"><i>Victorian Department of Education & Training</i></td> <td data-bbox="808 938 1230 1001">www.skills.vic.gov.au</td> </tr> <tr> <td data-bbox="391 1001 808 1178"><i>Discrimination and equal opportunity</i> Australian Human Rights Commission Victorian Equal Opportunity and Human Rights Commission</td> <td data-bbox="808 1001 1230 1178">1300 369 711 https://humanrights.gov.au/complaints/make-complaint 1300 555 727 https://www.humanrights.vic.gov.au/get-help/contact-us/</td> </tr> <tr> <td data-bbox="391 1178 808 1255"><i>Terms and conditions of employment</i> Fair Work Ombudsman</td> <td data-bbox="808 1178 1230 1255">13 13 94 https://www.fairwork.gov.au/contact-us</td> </tr> <tr> <td data-bbox="391 1255 808 1352"><i>Privacy and Information</i> Office of the Victorian Information Commissioner</td> <td data-bbox="808 1255 1230 1352">1300 006 842 https://ovic.vic.gov.au/about-us/contact-us/</td> </tr> <tr> <td data-bbox="391 1352 808 1457"><i>Corruption</i> Independent Broad-based Anti-corruption Commission</td> <td data-bbox="808 1352 1230 1457">1300 735 135 https://www.ibac.vic.gov.au/</td> </tr> <tr> <td data-bbox="391 1457 808 1631"><i>Democratic principles, Institute performance, information about academic achievements, minimum Child Safe Standards.</i> Victorian Registration and Qualifications Authority</td> <td data-bbox="808 1457 1230 1631">9637 2806 https://www.vrqa.vic.gov.au/Pages/contact.aspx</td> </tr> </tbody> </table>	Organisation	Details	<i>Institute decisions and actions, Human Rights</i> Victorian Ombudsman	9613 6222 https://www.ombudsman.vic.gov.au/complaints/	<i>Vocational Education & Training Programs</i> Australia Skills & Quality Authority (ASQA)	1300 701 801 enquiries@asqa.gov.au	<i>Overseas students, VET Student Loans</i> Commonwealth Ombudsman	1300 362 072 ombudsman@ombudsman.gov.au	<i>Consumer issues (marketing and sales)</i> Consumer Affairs Victoria	1300 55 81 81 https://www.consumer.vic.gov.au/contact-us	<i>Victorian Department of Education & Training</i>	www.skills.vic.gov.au	<i>Discrimination and equal opportunity</i> Australian Human Rights Commission Victorian Equal Opportunity and Human Rights Commission	1300 369 711 https://humanrights.gov.au/complaints/make-complaint 1300 555 727 https://www.humanrights.vic.gov.au/get-help/contact-us/	<i>Terms and conditions of employment</i> Fair Work Ombudsman	13 13 94 https://www.fairwork.gov.au/contact-us	<i>Privacy and Information</i> Office of the Victorian Information Commissioner	1300 006 842 https://ovic.vic.gov.au/about-us/contact-us/	<i>Corruption</i> Independent Broad-based Anti-corruption Commission	1300 735 135 https://www.ibac.vic.gov.au/	<i>Democratic principles, Institute performance, information about academic achievements, minimum Child Safe Standards.</i> Victorian Registration and Qualifications Authority	9637 2806 https://www.vrqa.vic.gov.au/Pages/contact.aspx	Allocated Officer to advise the student with feedback of external options following conclusion of internal consideration.
Organisation	Details																							
<i>Institute decisions and actions, Human Rights</i> Victorian Ombudsman	9613 6222 https://www.ombudsman.vic.gov.au/complaints/																							
<i>Vocational Education & Training Programs</i> Australia Skills & Quality Authority (ASQA)	1300 701 801 enquiries@asqa.gov.au																							
<i>Overseas students, VET Student Loans</i> Commonwealth Ombudsman	1300 362 072 ombudsman@ombudsman.gov.au																							
<i>Consumer issues (marketing and sales)</i> Consumer Affairs Victoria	1300 55 81 81 https://www.consumer.vic.gov.au/contact-us																							
<i>Victorian Department of Education & Training</i>	www.skills.vic.gov.au																							
<i>Discrimination and equal opportunity</i> Australian Human Rights Commission Victorian Equal Opportunity and Human Rights Commission	1300 369 711 https://humanrights.gov.au/complaints/make-complaint 1300 555 727 https://www.humanrights.vic.gov.au/get-help/contact-us/																							
<i>Terms and conditions of employment</i> Fair Work Ombudsman	13 13 94 https://www.fairwork.gov.au/contact-us																							
<i>Privacy and Information</i> Office of the Victorian Information Commissioner	1300 006 842 https://ovic.vic.gov.au/about-us/contact-us/																							
<i>Corruption</i> Independent Broad-based Anti-corruption Commission	1300 735 135 https://www.ibac.vic.gov.au/																							
<i>Democratic principles, Institute performance, information about academic achievements, minimum Child Safe Standards.</i> Victorian Registration and Qualifications Authority	9637 2806 https://www.vrqa.vic.gov.au/Pages/contact.aspx																							

Approval Authority: Registrar

Doc Custodian: Manager – Students Records Reporting and SMS Support Version No: 2.0 Issue Date: 05/06/2026

Page 4 of 7

TO OBTAIN THE CURRENT VERSION OF THIS DOCUMENT PLEASE REFER TO THE CONTROLLED DOCUMENT ON THE BENDIGO KANGAN INSTITUTE POLICY AND PROCEDURE PORTAL.

UNCONTROLLED IF PRINTED OR OBTAINED FROM ANY OTHER SOURCE.

Assessment Appeals Procedure

No.	Phases and steps	Name of role who actions
4.3	Closure	
4.3.1	<ul style="list-style-type: none"> • Provide information about what the Institute did in response to the appeal and what the outcome was, including any recommended course of action, subject to confidentiality. • Provide reasons for decisions made as a result of considering the appeal. • Apologise where mistakes have been made and explain the steps that will be taken to remedy the mistakes. • Where the appeal is not upheld, advise the student of their external appeal options • Communicate outcome, in writing, to the student who submitted the appeal • Provide a written record a decision, reasons within 10 days of an outcome being determined. 	Allocated officer
4.4.	Reporting and Monitoring	
4.4.1	Governance Risk and Compliance generates a quarterly report, for the Executive team. This includes qualitative and quantitative insights on key themes and outcomes to inform opportunities for continuous improvement.	Head of Governance Risk and Compliance
4.5.	Support Services	
4.5.1	<p>Advice and assistance in relation to an appeal may be sought at any time from the following:</p> <ul style="list-style-type: none"> • Governance Risk and Compliance • Child Safety Officer (under 18's); see specifically Child Wellbeing and Safety Act 2005 (Vic); Child Safe Standards 5 and 7. • Student Counsellor (NB: Counsellors cannot act as a third party, attend meetings, represent complainants or respondents). • Disability Liaison Officer. • BKI Teaching staff and or Lead Educators. • An external support person who is not a legal representative 	Allocated officer to consider the relevance of Support Services.

Approval Authority: Registrar

Doc Custodian: Manager – Students Records Reporting and SMS Support Version No: 2.0 Issue Date: 05/06/2026

Page 5 of 7

TO OBTAIN THE CURRENT VERSION OF THIS DOCUMENT PLEASE REFER TO THE CONTROLLED DOCUMENT ON THE BENDIGO KANGAN INSTITUTE POLICY AND PROCEDURE PORTAL.

UNCONTROLLED IF PRINTED OR OBTAINED FROM ANY OTHER SOURCE.

Assessment Appeals Procedure

6.0 Roles and Responsibilities

No.	Phases and steps	Name of role who actions
4.5.	Support Services	
4.5.1	<ul style="list-style-type: none"> Review the appeal and determine to uphold the original decision or overturn the original decision Provide rectification advice, where relevant Communicate with the student on a regular basis as to progress Save relevant records and information on the appeals file. 	Allocated officer
4.5.2	<ul style="list-style-type: none"> Make procedure available through publication in both the Student Handbook and on the Institute's websites: <p>Bendigo TAFE Website: https://www.bendigotafe.edu.au/</p> <p>Kangan Institute Website: https://www.kangan.edu.au/</p>	Head of Brand and Acquisition
4.5.3	<p>In conjunction with their team:</p> <ul style="list-style-type: none"> Assesses the grounds for appeal and determines validity. Allocates internal appeal reviews. 	Head of Governance Risk and Compliance
4.5.4	<ul style="list-style-type: none"> Convenes Appeal Panel as required. Chairs Appeal Panel or delegates to a relevant staff member. 	Registrar

Approval Authority: Registrar

Doc Custodian: Manager – Students Records Reporting and SMS Support Version No: 2.0 Issue Date: 05/06/2026

Page 6 of 7

TO OBTAIN THE CURRENT VERSION OF THIS DOCUMENT PLEASE REFER TO THE CONTROLLED DOCUMENT ON THE BENDIGO KANGAN INSTITUTE POLICY AND PROCEDURE PORTAL.

UNCONTROLLED IF PRINTED OR OBTAINED FROM ANY OTHER SOURCE.

Assessment Appeals Procedure

7.0 Definitions

Word / Term	Definition
Student	Means a BKI student or prospective student. It can also mean groups of students or prospective students.
Support Person	May be a friend, family member or student representative, but shall not include a legal practitioner. BKI staff cannot act as a support person for students.
BT	Bendigo TAFE
KI	Kangan Institute

8.0 Related Documents and Records Management

Documents used in this procedure

Application for Formal Review

9.0 Version Control and Change History

Ver.	Issue Date	Document Custodian	Description of Change	Approval Authority
1.0	23 Aug 2017	-	New policy	Board of Studies
1.1	18 Feb 2021	-	Minor changes. Grammatical errors. Formatting	Manager, AG&Q
2.0	28 Mar 2022	Registrar	Updates to align with Feedback Policy.	Chief Governance and Quality Officer
2.1	05/06/2026	Manager – Students Records Reporting and SMS Support	Non-material edits	Head of Governance, Risk and Compliance

10.0 Document Owner and Approval Body

Document Custodian	Approval Authority	Approval Date	Issue Date	Scheduled Review Date
Manager – Students Records Reporting and	Registrar	05/06/2026	05/06/2026	05/06/2028

Approval Authority: Registrar

Doc Custodian: Manager – Students Records Reporting and SMS Support Version No: 2.0 Issue Date: 05/06/2026

Page 7 of 7

TO OBTAIN THE CURRENT VERSION OF THIS DOCUMENT PLEASE REFER TO THE CONTROLLED DOCUMENT ON THE BENDIGO KANGAN INSTITUTE POLICY AND PROCEDURE PORTAL.

UNCONTROLLED IF PRINTED OR OBTAINED FROM ANY OTHER SOURCE.

Assessment Appeals Procedure

SMS Support				
-------------	--	--	--	--