

Reviews and Appeals of Academic Decisions Procedure

Version 4 – Approved 25 July 2025

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Purpose

This procedure outlines the process to be followed if a student seeks to:

- a) request an internal review of an academic decision made by the University of Tasmania, relating to:
 - i. a mark given for an individual assessment task (including an exam);
 - ii. an overall final result for a unit;
 - iii. an academic progress status;
 - iv. special consideration in assessment (including deferred examinations).
- b) lodge an appeal if they are dissatisfied with the outcome of that internal review.

This procedure also outlines the grounds upon which a student can request an internal review or lodge an appeal.

This procedure does *not* apply to decisions made under the [Student Academic Integrity Ordinance](#) or [Student Academic Integrity Procedure](#), which make specific provision for appeals against academic integrity decisions.

Applicable governance instruments

Instrument	Section	Principles
Student Participation and Attainment Ordinance	Part 5 – Assessment and Results, Part 6 – Academic Progress	N/A
Academic Progress Policy	1 – Monitoring and supporting student academic progress	1.9
Assessment and Results Policy	1 – Assessment and results	1.5

Procedure

1. Guiding Principles

The following principles guide internal reviews and appeals of academic decisions:

- a) reviews and appeals will be considered with courtesy, due regard to confidentiality, and without fear of prejudicial treatment;
- b) students will be afforded procedural fairness and reviews and appeals will be undertaken by an impartial decision-maker(s);
- c) students will act responsibly, not seek reviews or appeals for trivial or vexatious reasons, and will provide factual evidence in support of review requests and appeals;
- d) the original decision will stand while a review or appeal is being undertaken;
- e) requests for review and appeal will be resolved in a timely fashion;
- f) the review process must be fully completed before a student is eligible to lodge an appeal; and
- g) if a review or appeal of an academic decision brings to light a systemic error which has affected the outcome of one or more other students, steps are to be taken to correct this and students notified accordingly.

2. Reviews of Academic Decisions

2.1 Review process and outcomes

Except for reviews of academic progress review decisions, the review process may be conducted in two consecutive stages, if a student is not satisfied with the outcome of Stage 1. The two stages, including grounds, reviewers and timeframes based on the type of decision under review are in Schedule A: Review Stages and Requirements. For reviews of academic progress review decision, Stage 1 is the only review.

The student has the right to be accompanied by a support person, provided that the support person is not a legal practitioner, to any meetings requested as part of the review process.

A review of an academic decision may lead to one of the following outcomes:

- a) no change to the original decision;
- b) a more favourable decision; or
- c) other changes to the academic decision, noting that a student's mark or grade cannot be lowered as a result of the review.

Reviews of academic decisions must be completed in a timely fashion, commencing within 10 business days of the request being submitted by the student, to avoid any delay in the results finalisation process.

2.2 Conflicts of Interest

Any conflicts of interest arising during any stage of the review process will be identified in accordance with the University *Conflicts of Interest and Gifts and Benefits Declarations Procedure* and will result in a conflict of interest management plan. These management plans will specify an alternative reviewer and will require the nominated reviewer to recuse themselves and a new reviewer to be assigned.

2.3 Requesting a review

Requests for review are made by the student using the online application form available from the [Student Portal](#) (under the Exams and Results section).

A request for review may be automatically declined if:

- a) the request **is not** submitted within the timelines set out in Schedule A; or
- b) the request **is not** made on grounds specified in Schedule A.

The decision to decline an application for review in these circumstances is final.

2.4 Additional review information

Reviews of marks for individual assessment tasks/exams

Each request for review will be considered on its merits and independently of any other reviews requested by the student for assessment items in the same, or any other unit.

A request for review can only be made if the assessment item:

- a) has a weighting equal to or more than 10%; or
- b) is a hurdle task for the unit (a hurdle task is a task that a student must successfully complete to pass the unit).

The existence of a margin between the mark received by a student for an assessment item and a mark that would result in a higher final overall result in the unit is not considered to be grounds for review.

Where there is only one original assessor, and the outcome of Stage 2 is that there has been an error in either marking standard or marking process, the Stage 2 reviewer will reassess the original assessment item.

Reviews of overall final unit results

Notwithstanding the fact that a reviewer may need to check the calculation of marks for individual assessment tasks, a review of a final unit result does not necessarily involve the re-marking of the individual assessment item/s that contributed to the overall final unit result.

Reviews of academic progress review

Any academic progress review decision may be the subject to review (supported/advice, conditional/managed, academic exclusion).

International students on a student visa with an academic exclusion status that remain excluded after requesting a stage 1 review will receive a notice of intention to report to the Department of Home Affairs within their review outcome letter. In accordance with section 3.2 of this procedure, the student has 20 business days from receiving their outcome letter to lodge an application for appeal.

If they do not lodge an application for appeal, or the appeal is not successful, their Confirmation of Enrolment (CoE) will be cancelled (see section 5), and this will be reported to the Department of Home Affairs.

If their appeal is successful, and they no longer have an academic exclusion status, their Confirmation of Enrolment (CoE) will not be cancelled.

3. Appeals Against Academic Decisions

3.1 Grounds for appeal

The review process/es (Stage 1 and Stage 2) must be fully completed before a student is eligible to lodge an application for appeal.

The permissible grounds are:

- a) A procedural irregularity or lack of fairness in the Stage 2 review process, or in the Stage 1 review process in the case of an Academic Progress Review; or
- b) The availability of new information that could not reasonably have been provided during the review stage(s), and that would, in all likelihood, have affected the outcome of the review.

3.2 Lodging applications for appeals

A student wishing to appeal must lodge an application for appeal in 20 business days of the notification of the outcome of a review being issued. Applications for appeal are made by the student using the application form available from the [Student Portal](#). Students are advised to contact a TUSA Student Advocate for further help and support on how to submit an appeal.

3.3 University Appeals Panel

Applications for appeal are considered by the Chair of the University Appeals Panel (or their nominee), within 10 business days of it being made by the student, as outlined in the section 3.4.

Academic Senate will appoint a University Appeals Panel of at least 15 members, who will serve for a period of three years. Academic Senate will ensure, before the end of each year, that there is a full complement of members for the following year.

The Chair of Academic Senate (or their nominee) will ensure that the University Appeals Panel considering an appeal consists of **at least** (gender balanced where possible):

- the Chair or their nominee (who will chair the meeting);
- one student representative;
- one Head of Academic Unit;
- one academic staff member (who is not Head of Academic Unit); and
- one professional member of staff appointed at HEO 10 or above.

The Secretary of Academic Senate, or their nominee, is Secretary of the University Appeals Panel. The Secretary of the University Appeals Panel will monitor the student.appeals@utas.edu.au inbox to ensure a timely response to any application for appeal.

The Secretary must ensure that no member of the Panel has been previously involved or associated with the circumstances relating to the appeal or have any close association with the parties involved.

Where a Panel is convened, the membership of the Panel must remain the same throughout the consideration of the appeal, notwithstanding any adjournment. A quorum for a panel is three members.

At any time during the consideration of an appeal, the Panel may consult with or seek advice from anyone they consider appropriate, including legal advice.

A decision of the Panel will be by a simple majority. The Chair of the University Appeals Panel will have a casting vote in cases where a simple majority cannot be reached.

The University will provide and/or facilitate appropriate training to members of the University Appeals Panel.

3.4 Appeal process

The Chair of the University Appeals Panel (or their nominee) can:

- a) refer the decision back to Stage 1 or Stage 2 review if there is evidence that these reviews have not been conducted appropriately or has not taken place; or
- b) dismiss an appeal if:

- i. the appeal is not made on grounds in section 3.1 of this procedure; and/or
- ii. the appeal is considered to be frivolous or vexatious.

c) Progress the appeal to the full University Appeals Panel

If the appeal is progressed to the full University Appeals Panel, the appeal meeting will occur within 25 business days of the Chair's decision to refer the appeal to the Panel. At the appeal meeting, the student will be asked to present their case and may be accompanied by a support person, provided that the support person is not a legal practitioner. The student may choose to submit a written response in lieu of attending the Panel meeting. The student may not send a representative in their place. If the student chooses to not attend the meeting, the Panel must consider the appeal based on the documentation provided.

The decision of the Chair to dismiss an appeal, or the decision of the full University Appeals Panel is final and must be implemented by all relevant parties. No further internal avenues are available to challenge the outcome of the appeal.

The Secretary will notify the student within 10 business days of the date of the Chair's decision or Panel meeting. The notice of the outcome will include, at a minimum:

- a) the basis on which the decision was made;
- b) where the decision was made by the Panel, documentation and materials considered by the Panel; and
- c) advice that, if the student remains dissatisfied with the outcome, they may refer their case for consideration by an external body, such as [National Student Ombudsman](#).

The Secretary of the Appeals Panel keeps a written record of academic appeals, including a statement of the outcome and reasons for the outcome, on its recording-keeping system.

4 External Review

If a student remains dissatisfied with the outcome of their appeal, they may refer their case to an external body, such as [National Student Ombudsman](#) for consideration.

5 Formal Notification of Withdrawal or Unsuccessful Appeal

International students who choose to withdraw from the internal or external appeals process must formally notify the University by email to U.Connect@utas.edu.au. In accordance with section 19(2) of the ESOS Act, the University is required cancel the student's Confirmation of Enrolment (CoE) if a student:

- commences, but choose to withdraw from, internal or external appeals; or
- completes the internal and/or external appeal process and is unsuccessful.

The cancellation of the student's Confirmation of Enrolment (CoE) may have implications for the their visa status. Students are strongly encouraged to seek advice from the [Department of Home Affairs](#) on the potential impact before formally withdrawing from the appeals process or in the event their appeal is unsuccessful.

Summary of accountabilities

Approval /accountability	Academic Delegation (Y/N)	Approver/Accountable	Procedure Section
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Reviews and Appeals of Academic Decisions Procedure

Stage 1 review of academic decision: a) review of mark b) review of overall final unit result c) review of academic progress status d) review of other academic decision	Y	a) Major/Course Coordinator or nominee b) Head of Academic Unit or nominee c) Associate Dean (Learning and Teaching Performance) d) Head of Academic Unit or Discipline, who was not involved in the original decision.	2.1 – Review Process and Outcomes
Stage 2 review of academic decisions a) review of mark b) review of overall final unit result c) review of other academic decision	Y	a) Associate Dean (Learning and Teaching Performance) or nominee b) Associate Dean (Learning and Teaching Performance) or nominee	Section 2.1 – Review Process and Outcomes
Oversight of review and appeal process	N	Chair, University Appeals Panel or nominee	Section 3 – Appeals Against Academic Decisions
Dismiss or progress to full appeals panel	Y	Chair, University Appeals Panel or nominee	3.4 – Appeal process
Appeal decision	Y	University Appeals Panel	3.4 – Appeal process
Maintenance of appeals records	N	Secretary, University Appeals Panel	Section 3.4 – Appeal process
Communication of appeal outcomes to student	N	Secretary, University Appeals Panel	Section 3.4 – Appeal process

Related procedures

Assessment and Results Procedure

Credit Procedure

Conflicts of Interest and Gifts and Benefits Declarations Procedure

Versions

Version	Action	Approved By	Business owner/s	Approval Date
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Definitions and acronyms can be found at: <https://www.utas.edu.au/policy/policy-definitions>

Related policy and procedures can be found at: <https://www.utas.edu.au/policy>

1	Approved	Deputy Vice-Chancellor (Education)	Director, Academic Quality and Standards	6 July 2022
2	Approved	Deputy Vice-Chancellor (Education)	Director, Academic Quality and Standards	10 July 2023
3	Approved	Deputy Vice-Chancellor (Education)	Director, Academic Quality and Standards	18 January 2024
3	Reconfirmed	Deputy Vice-Chancellor (Education)	Director, Academic Quality and Standards	16 December 2024
4	Approved	Deputy Vice-Chancellor (Academic)	Director, Performance Optimisation	25 July 2025

Schedule A: Review Stages and Requirements

Review Stage	Details	Review of Mark	Review of Overall Final Unit Result	Review of Academic Progress Status	Review of Other Academic Decision (e.g., credit)
Stage 1	Permissible grounds for Stage 1 review:	a) No appropriate marking standards supplied, or inappropriate application of marking standard; or b) error in the application of the stated marking process; or c) error in application of approved special consideration for specific task or tasks	a) procedural or numerical error in the determination of the overall final unit result	a) progress status has not been assigned in accordance with University ordinance, policy or procedure or the course rules b) In case of exclusion only, there have been special circumstances which have contributed to the unsatisfactory academic progress, and which may not have been taken into consideration, with supporting documents	a) original decision was not made in accordance with University ordinance, policy or procedure
	Request for review must be submitted by student to reviewer within:	10 business days from the official release of a mark or overall final result for a unit		20 business days from the official release of the progress status	10 business days from receipt of an academic decision
	Reviewer	Major/Course Coordinator or nominee(s)	Head of Academic Unit or Discipline that owns the unit or nominee(s)	Associate Dean/Dean (Learning and Teaching Performance) or nominee	Head of Academic Unit or Discipline or nominee(s), who was not involved in the original decision.
	Notification of outcome of review must occur within:	10 business days from the receipt of the request for a Stage 1 review		10 business days from the receipt of the request for a Stage 1 review	10 business days from receipt of the request for a Stage 1 review
Stage 2	Permissible grounds for Stage 2 review:	Not satisfied with the outcome of the Stage 1 review because: a) error in marking standard or marking process has occurred, which has not been adequately dealt with in the Stage 1 review	Not satisfied with the outcome of the Stage 1 review because: a) there have been one or more procedural errors, which have not been adequately dealt with in the Stage 1 review.	Not Applicable	Not satisfied with the outcome of the Stage 1 review because: a) the original decision was not made in accordance with relevant University ordinance or policy or procedure; or b) the decision (at Stage 1) was not fair or reasonable
	Reviewer:	Associate Dean/Dean (Learning and Teaching Performance)	Associate Dean/Dean (Learning and Teaching Performance)		Head of Academic Unit or Discipline or nominee(s), who was not involved in the original decision.
	Request for review must be submitted by student within:	10 business days from notification of the outcome of the Stage 1 review			10 business days from the notification of the outcome of the Stage 1 review
	Notification of progress of review must occur within:	10 business days from receipt of the request for a Stage 2 review			10 business days from receipt of the request for a Stage 2 review

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