



Policy and Procedures for Student Assessment Appeals

At La Lingua all reasonable steps are taken to ensure that students are given an equal opportunity to undertake study and/or assessment. Students will be treated equally regardless of your sex, race, religion, impairments (physical, mental or illness), political beliefs, age, marital status, pregnancy or sexual preference.

All students considering a formal appeal must do so within 20 days of the assessment decision by submitting a 'Student Assessment Appeals' form to the DoS. Appeals may be made for academic decisions including those relating to:

Refusal of admission to a specific course unfair assessment decision

incorrect assessment calculation

exemption due to compassionate or compelling circumstances

Students will be permitted to attend classes or undertake examinations without prejudice during the appeal process. The Appeals place will be at no cost to the student.

An assessment appeal must be presented to the DoS in writing using the 'Assessment Appeals Form'. A copy of the submitted 'Assessment Appeals Form' and all following documents including the 'Decision on Assessment Appeal Letter' will be placed in the Student's File.

Where the appeals process results in a decision supporting the student La Lingua Language School will implement the required corrective/preventative action and advise the student of the outcome within twenty days.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the provider will not report the student, and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the provider's intervention strategy, and the provider will not report the student.

Any decision will automatically be in favour of La Lingua Language School if the student has chosen not to access the complaints and appeals processes within 20 days of the assessment decision.

Any decision will automatically be in favour of La Lingua if the student withdraws from the process.

When a decision is made supporting La Lingua Language School the student will receive a full explanation in writing outlining the final outcome and giving reasons why this decision was reached within 14 days of the lodgement of the appeal.

If applicable, when a decision is made supporting La Lingua Language School, PRISMS will be notified as soon as practicable of the student not achieving satisfactory course progress.