



JMC - Student appeals

JMC follows a simple three-step process for any appeals or complaints. Step one, the informal stage, is when students try and resolve the issue directly through consultation with a lecturer/HoD. Step two is a formal appeal, this is managed by the Campus Manager and typically involves some mediation with the student. Step three is a formal review of the appeal, and this goes to a full Appeal Panel led by the Director of Education.

What is an appeal for?

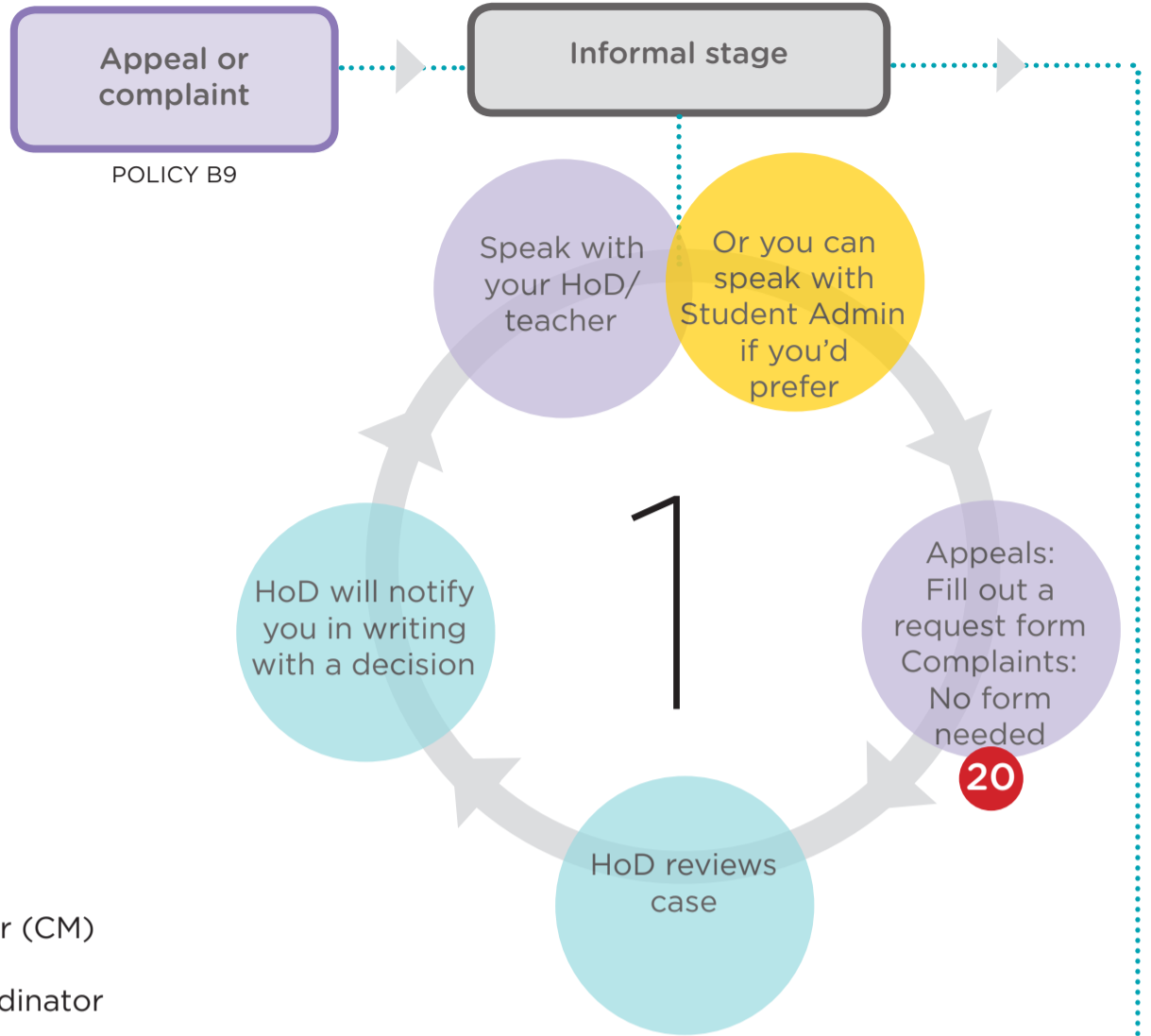
Appeals are for Academic issues that you have. An appeal is for when you have received an assessment item or other penalty that you think is not correct or right.

What is a complaint for?

A complaint is for any non-academic problem or grievance about your studies, JMC, teaching, or a significant personal problem with facilities or services at JMC.

External appeals

You are entitled to external appeals - that is, appeals outside of JMC. For more information about who you can appeal to please refer to JMC's procedures on appeals which can be found on moodle or on the JMC Academy website.

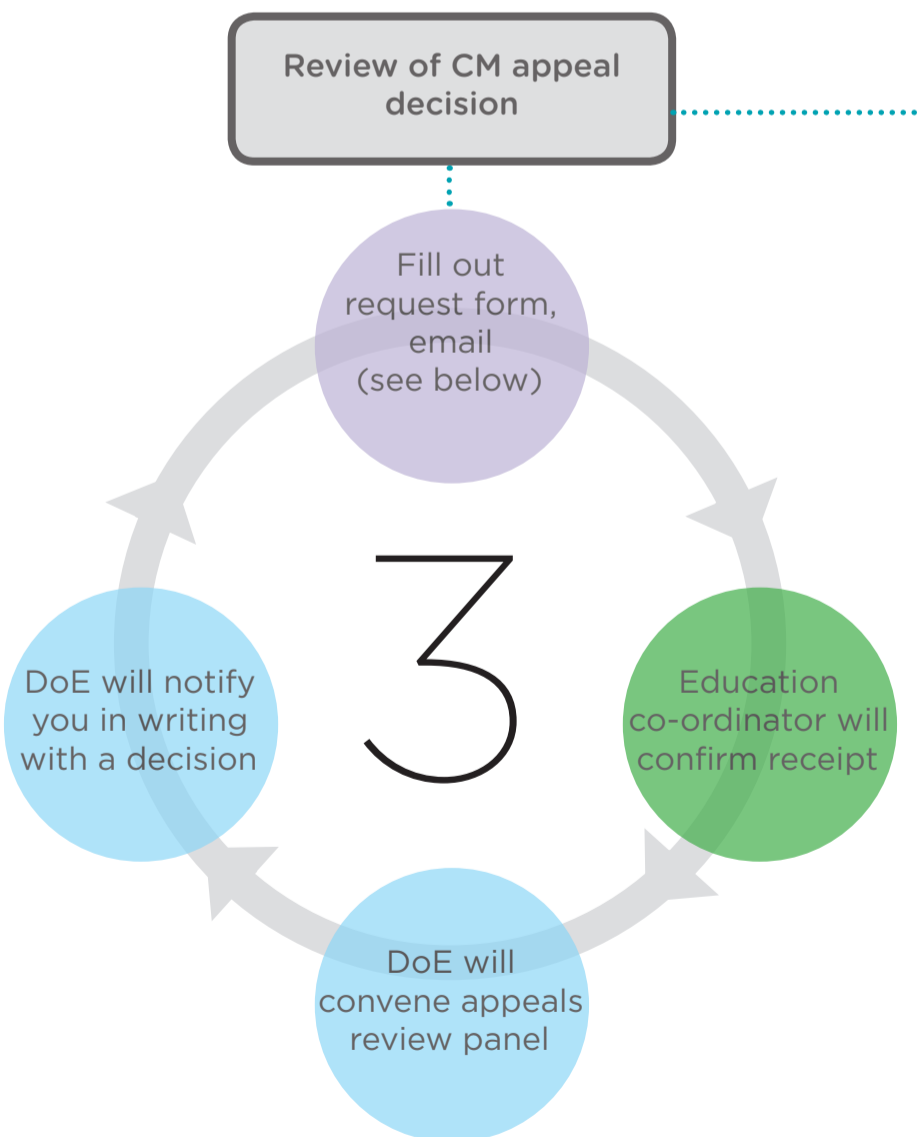


- If your appeal/complaint is with your own HoD, you can request another HoD review for you (ask Admin about this)
Appeal against result:
- You may request the HoD have your work independently re-marked
 - Re-marking may result in the same or lower or higher marks
 - The HoD does not need to do so during an informal review

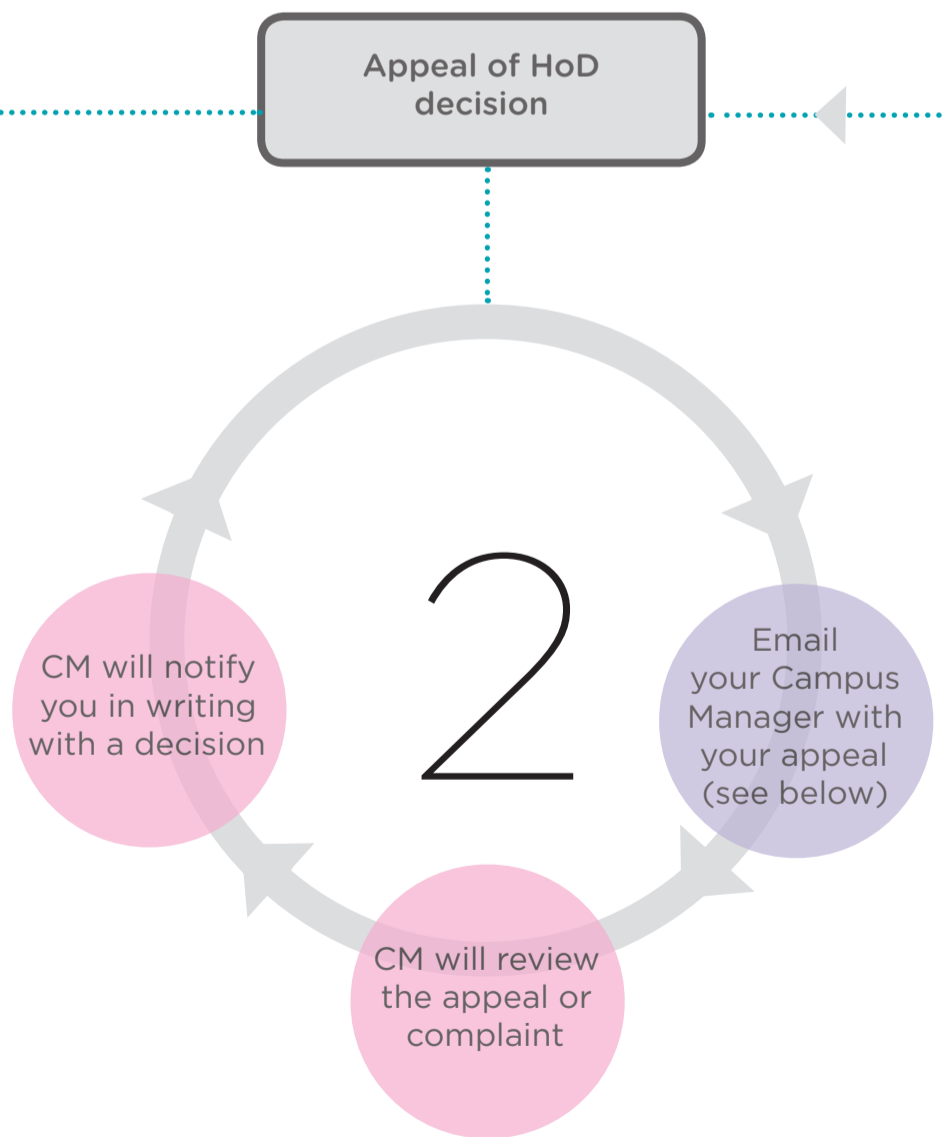
Who does what?

- Student (Purple circle)
- Student admin (Yellow circle)
- Head of Department (HoD) (Teal circle)
- Campus Manager (CM) (Pink circle)
- Education Co-ordinator (Green circle)
- Director of Education (DoE) (Light blue circle)

X Maximum number of working days to appeal/apply or complain after an issue occurs/final score is officially posted



- Appeals panel review:
You must already have completed Steps One and Two of the appeals process
- You may provide any information you think is necessary
 - The appeals panel will review your case within 20 working days
 - Email your request directly to: appeals@jmc.edu.au



- Campus Manager appeal:
- You may request to meet with the CM and may bring a support person)
 - The CM will review your appeal within 10 working days
 - For assessment appeals - your work will be independently assessed (if it has not already been)
Email your CM:
Include - your name; student id; a brief timeline; details of the complaint or appeal; supporting evidence