TAFE Queensland
Student Rules
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1. Introduction

TAFE Queensland provides education and training services to a diverse student group in a wide range of educational settings. It is essential that as a TAFE Queensland student you understand your rights and responsibilities and the rules governing your conduct and the standards for academic and research integrity.

As an enrolled student, you assume these rights and responsibilities upon admission. In matters that are not specifically covered by the TAFE Queensland Student Rules, you must observe the principles outlined below to ensure the dignity of each person, respect for others and their property, and academic excellence are upheld.

2. Application

The TAFE Queensland Student Rules apply:

- to all enrolled students (domestic and international), including students undertaking their training and/or assessment with another organisation on behalf of TAFE Queensland
- at any location where approved training and/or assessment occurs, including on-campus/online, specific approved sites, off-campus activities (such as vocational placement, professional practice, work experience or on and off campus activities or events) or in close proximity to TAFE Queensland campuses
- in any other way deemed to seriously impact the interests or reputation of TAFE Queensland.

Any breach of the TAFE Queensland Student Rules will be subject to the Disciplinary and Appeals Procedure, and may also be subject to legal action, as circumstances dictate.

3. Principles

TAFE Queensland expects that all students will conduct themselves in a manner which:

- allows reasonable freedom to pursue their study activities safely and without unreasonable disruption or discrimination
- ensures the facilities, property and services are used appropriately
- is fair, honest and consistent with principles of academic and research integrity.

For further information refer to the Access and Equity Policy.

4. Expectations for Student Conduct

TAFE Queensland acknowledges the diversity of the student population and recognises that the personal circumstances of students are varied and can pose challenges for undertaking studies. You are encouraged to use the support mechanisms provided by TAFE Queensland to assist you to meet these expectations.
4.1 Interpersonal interactions with others

In all interpersonal interactions with others (students, staff, host employers, officials, and so on) you are expected to:

- treat others with respect and courtesy
- behave in a manner which does not adversely affect the freedom of others to pursue their studies, duties or activities
- refrain from wearing clothing that is likely to offend others
- refrain from intimidating or bullying behaviour
- refrain from harassing, discriminating against or vilifying others on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs or opinions, or background
- conduct yourself in a professional manner while undertaking work integrated learning activities, such as work experience, vocational placements, and excursions.

4.2 Undertaking studies

In undertaking studies, you are expected to:

- produce photo identification when requested, for example, by teacher at time of assessment/examinations, campus security
- work to the best of your abilities and make genuine attempts to progress successfully by meeting course requirements and deadlines for assessment and by regularly attending and/or engaging with learning activities
- report absences to the relevant authority, for example, TAFE teacher, school, employer, and produce medical certificates as required
- undertake academic work in a manner consistent with principles of academic and research integrity
- comply with copyright requirements
- not divulge any confidential information (for example, client records when on placement, research activities)
- dress in a manner that is neat, clean, and safe at all times, and in a manner that would be expected in the workplace
- remove motorcycle helmets when inside buildings
- wear appropriate footwear at all times and which is suitable for the activities being undertaken
- use information technology resources and other learning or support facilities provided, including library and computer laboratory facilities, in a responsible manner which does not prevent or impair other students from pursuing learning opportunities or using learning and teaching resources
- refrain from using mobile phones, sound and photographic equipment and other electronic devices in classrooms (except where required for study purposes)
- provide constructive feedback to educational staff on their teaching and the quality of units of study when participating in TAFE Queensland evaluation processes
- if you are receiving disability support services such as sign language interpreting, you must advise Disability Support Services of any planned absence, and provide at least 48 hours’ notice so that your interpreter/tutor can be advised.

4.3 Use of computing and electronic resources

TAFE Queensland recognises that computing and electronic resources are a valuable source of learning and information relevant to educational courses. These resources include videoconferencing, internet, and intranet services provided by TAFE Queensland such as the Learning Management System (LMS), email, web browsing, website publication, and forums. You are encouraged to make use of these resources for purposes relating to education and training.
However, TAFE Queensland computing and electronic resources are not to be used for purposes other than course requirements. Your TAFE Queensland region will have its own guidelines for the reasonable use of computers, and you will need to agree to accept these guidelines upon logging into any computer.

In relation to computing and electronic resources, TAFE Queensland reserves the right to manage the misuse of computing and electronic resources including but not limited to:

- moderating access to internet and intranet services, including filtering of websites and blocking selected non-educational and training websites, in order to improve the speed and quality of training delivery
- monitoring and recording all usage of its computer networks, including its internet and intranet services
- accessing your student email account where it is considered that there may have been misuse of the email system
- taking disciplinary action when breaches of this clause occur.

For further information refer to the Information Communication and Technology Procedure.

4.4 Facilities and resources

In using facilities and resources, you are expected to:

- refrain from consuming food, drink or chewing gum in classrooms or computer laboratories
- refrain from interfering with infrastructure and resources, including security systems and fire alarms
- report breakages and/or faults with equipment to the teacher or administration (should you be found responsible for breakages you may be required to pay the costs of repairs)
- leave classrooms, workshops and laboratories neat and tidy after classes and tutorials, and ensure all equipment and tools are cleaned and correctly stored
- ensure all electrical and gas appliances are switched off
- return or renew library resources according to the TAFE Queensland region’s library policies and procedures.

4.5 Children on campus

TAFE Queensland acknowledges that there may be the occasion when parents or carers need to bring children onto campus. However, it is expected that children will only be on campus for a short period of time, when an emergency has made it impossible to arrange for appropriate childcare off campus.

Whilst on campus, children must be under the direct supervision of a responsible adult. Children are welcome to accompany their parents to the library provided their behaviour does not disturb others. Children are not permitted to attend classes with parents or carers, enter workshop areas or use TAFE Queensland computing and electronic resources.

5. Admission and Enrolment

TAFE Queensland has full admission and enrolment information and advice available in student guides, course guides, websites, and customer service centres. The following provides a broad overview of your responsibilities in managing your admission and enrolment:

- acquaint yourself and comply with TAFE Queensland policies and procedures relevant to your enrolment and program of study
- ensure you have sufficient knowledge of the training program so you can make an informed choice
• ensure you understand the duration, location, mode of delivery, any material and equipment you must provide and any work placement arrangements for the training program
• provide timely and accurate information on matters relating to your admission, selection, enrolment, assessment and any other student matters
• provide concession/eligibility evidence as required at time of enrolment
• provide advice on any special requirements and/or assistance required to meet your learning goals
• acquaint yourself with fees and charges arrangements, available payment arrangements, and meet your financial commitments within the specified timeframes
• manage any changes to your enrolment and/or refund requests
• ensure you understand the relevant key dates for amending your enrolment program including financial and academic penalties for late withdrawals
• ensure personal details (including electronic contact details) are current
• meet legislative conditions, for example, obtain proof of immunisation, undertake screening for disease, apply for a Blue Card, or undergo a Police and criminal history check (as required)
• provide TAFE Queensland with your Unique Student Identifier (USI) or provide permission for TAFE Queensland to apply for a USI on your behalf.

In most cases you must be enrolled prior to the designated start of study (SOS) date for the relevant study period. TAFE Queensland cannot guarantee a position in a course unless you are enrolled prior to its start date. You are not permitted to attend classes until you are fully enrolled in the relevant unit/s of competency.

Note 1: If a TAFE Queensland region has exceeded its course capacity, it may place you on a waiting list before accepting your enrolment. For further information and advice, please contact the region at which you are intending to enrol.

Note 2: TAFE Queensland regions reserve the right to cancel programs, for example, in cases of insufficient enrolment numbers. Any student contribution fees will be refunded to the student, or deducted from the student's alternative enrolment.

Note 3: There are special conditions for the admission of young persons into TAFE Queensland. For further information, refer to the Admission of Young Persons into TAFE Queensland procedure.

For further information refer to the TAFE Queensland website, Enrolment Procedure, TAFE Queensland Fees Schedule and the relevant Refund Policy.

5.1 VET FEE-HELP and FEE-HELP

VET FEE-HELP and FEE-HELP are available to assist eligible students studying higher level training qualifications to pay their tuition fees. If you are applying for VET FEE-HELP or FEE-HELP you must meet the eligibility requirements set out on the Study Assist website. Applications are undertaken at the time of enrolment.

For further information refer to the TAFE Queensland website or speak with our local customer service centre.

5.2 Overdue fees

Any student with outstanding/overdue fees may not be eligible to:

• undertake/submit assessment
• continue to study or enrol into further study
• borrow items from the library or access the educational computer network;
• receive results/awards
• attend a graduation ceremony
• apply for payment plans
• international students may be issued with a ‘Letter of Intent to Report’ which can lead to cancellation of enrolment and student visa.
NOTE: Actions that may be taken against persons responsible for an outstanding student account include legal action or involvement of a collection agency, and the debt will remain payable.

6. Legislative Matters

In participating in your program of study on campus and in accordance with relevant legislative requirements, you are NOT permitted to:

- consume or be under the influence of alcohol
- use, be in possession of, attempt to sell, or be under the influence of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens, or marijuana)
- be in possession of knives or other weapons (unless required for study purposes, for example, knives for hospitality programs)
- bring tattoo devices or to use a tattoo device (except in licensed premises with suitably trained persons)
- smoke only in designated areas.

In undertaking your program of study, you must not:

- unlawfully take tools, equipment or resources (some equipment may be available for borrowing to complete assignments and you should seek staff permission before removing any items)
- unduly interfere with animals, engage in unauthorised use of animals, or engage in acts of cruelty.

NOTE: Alcohol is permitted at authorised functions on licensed premises (to participants 18 years of age or older).

NOTE: If you are taking prescription medication, it is your responsibility to ensure that it does not affect your safety, or the safety of others, for example, in operating machinery or equipment. All prescription medication should be kept secure at all times and never given to another person to whom it is not prescribed. You may be required to undertake drug testing by your employer whilst attending TAFE Queensland or the workplace as part of the normal working environment.

6.1 Workplace health and safety

TAFE Queensland is committed to providing a safe, healthy and productive working environment for all people. Our goal is Zero Harm at Work – no harm to anyone, any time at work. The Work Health and Safety Act 2011 (Qld) applies to you and includes a number of Work Health and Safety (WHS) obligations. You will contribute significantly to meeting your obligations for WHS at TAFE Queensland by putting in place these top five priorities:

1) Take care of your own health and safety and don’t do anything that will affect the safety of others
2) Obey safety signage and wear appropriate personal protective equipment (PPE)
3) Follow directions given by TAFE Queensland staff and employers
4) Only use property, plant and equipment for its intended purposes
5) Report all incidents, hazards or near misses to your teacher or other staff, or employers.

You are entitled to challenge, in a respectful manner, directions or decisions of TAFE Queensland staff and employers if you consider them to be unlawful, unreasonable, or to potentially endanger a person’s health or safety.

For further information refer to the Work Health and Safety Policy.
7. Student Discipline

TAFE Queensland is committed to ensuring a fair and just learning environment by ensuring that students and other stakeholders have access to processes that allow for allegations of student misconduct to be resolved.

Misconduct is any behaviour or action that is deemed inappropriate and can disrupt the learning of self and others; interfere with campus operations; inhibit or prevent staff members from carrying out their duties; endanger the health and safety of yourself, other students or staff; or criminal activity.

TAFE Queensland defines student misconduct within one of the following classifications:

- non-academic misconduct
- academic misconduct
- research misconduct.

7.1 Non-academic misconduct

Non-academic misconduct is broadly defined as actions and behaviours that breach these Student Rules and/or TAFE Queensland policies and procedures. This includes but is not limited to:

- breaches of Commonwealth of State law which impinge on TAFE Queensland operations
- behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in activities
- refusing or failing to identify yourself truthfully
- any act or failure to act that endangers the safety or health of any other person
- actions that impair any person’s participation in a legitimate activity or, by act or omission disrupts the peace or good order of the TAFE Queensland region, vocational placement site, or any organisation associated with the business of the TAFE Queensland region
- acting in a way that causes students or staff or other persons to fear for their personal safety
- acting in a way that leads the TAFE Queensland region to suspect you are not a bona-fide student
- acting in a way that causes damage to property or resources
- acting in a way that is detrimental to the conduct of an educational activity.

7.2 Academic and research misconduct

TAFE Queensland will respond to any act of academic and research misconduct. Academic or research misconduct may arise from a single act, an omission or a pattern of conduct by a student including engaging in conduct which does or threatens to compromise your academic progression, and/or the purposes of research, and/or assessment activities, including but not limited to:

- cheating and/or plagiarism
- failing to comply with instructions relating to the conduct of assessment/examinations
- failing to participate in training and assessment
- using, reproducing or adapting the work or ideas of another person without due acknowledgment
- representing the work of another person as your own work
- misrepresenting, falsifying, misstating or fabricating data, results or information used for the purposes of assessment
- not working towards achieving the qualification or statement of attainment stated in the training contract or confirmation of enrolment (CoE)
- any breach of TAFE Queensland’s research ethics policy and procedures (in accordance with the Australian Code for the Responsible Conduct of Research).
7.3 Immediate consequences of misconduct

- If your actions, statements or behaviour are perceived as impeding the learning of others, as a threat to property, or as a threat to the safety or welfare of yourself or other people, a staff member may immediately suspend you from attendance for a period not exceeding 24 hours in the first instance.
- Where State or Commonwealth laws appear to have been breached, the matter may be referred to the police or other appropriate authority.
- While suspended, you are not permitted to enter any part of TAFE Queensland premises or use/access its facilities and resources, without the written consent of the General Manager or their delegate.
- In cases of major misconduct or repeated instances of misconduct, you may incur a longer period of suspension or exclusion.
- If you are under 18, your parent/guardian may be notified, unless you are an independent person, or estranged from your parent/guardian.
- If you are a school student, your school will be notified.
- If you are an apprentice or trainee, any disciplinary action or recommendations will be made with due regard to the provisions of the Further Education and Training Act 2014 (Qld).

7.4 Disciplinary process

Following advice of an alleged act of misconduct, the TAFE Queensland General Manager or a delegated officer shall commence either informal or formal disciplinary processes.

Minor instances of misconduct will be dealt with promptly and informally with you and your teacher/assessor and relevant Manager.

Allegations of major misconduct will involve a formal review and investigation of the circumstances. You will have a right to respond to the allegation(s) by either attending an interview/meeting with the General Manager or their delegate, or by providing a written response on the allegation(s).

You may invite a parent, guardian or advocate to be present at the meeting/interview but they must not be another student involved in or associated with your case.

If you are not in attendance at the nominated meeting/interview date and/or do not respond in writing within five business days, the disciplinary and appeal process will continue to determine whether misconduct is substantiated.

Based on the outcomes of review/investigation into the alleged misconduct, the General Manager or their delegate will provide you with a student disciplinary decision notice within five business days of the date of the decision. The student disciplinary decision notice will set out the decision and date, authority for the decision, name of decision makers, evidence considered, findings of fact, reasons for decision and your right of appeal.

7.5 Penalties

If found guilty of misconduct the following penalties may apply:

- In the case of misconduct related to assessment, the assessment item may be deemed ‘unsatisfactory’ and the student will be required to re-submit the assessment item under the provisions of these TAFE Queensland Student Rules.
- In instances where a result of assessment/s is deemed not yet competent or fail grade, students will be required to re-enrol in that unit/s.
- Suspension from participating in the program of study for a period not exceeding 21 calendar days, which will include any period of suspension already served.
• Suspension of access to all or some facilities and/or services, including library borrowing and computer access rights
• Exclusion or termination of enrolment for a defined period or permanently
• For international students, TAFE Queensland may commence formal reporting proceedings to the Department of Education. The cancellation of your CoE will automatically alert the Department of Immigration and Border Protection (DIBP) and this may affect the status of your visa.

You may appeal the decision to the Disciplinary and Appeals Committee, TAFE Queensland CEO or seek an external appeals process as outlined below in section 11 and 12 or in the Student Discipline and Appeals Procedure.

8. Academic Progression

8.1 Duration of study

You are expected to make satisfactory progress in your studies within grade deadlines and/or close of study (COS) for each unit regardless of study mode. If you are having difficulties in the progress of your study, you are expected to take all possible steps to improve your performance. This includes but not limited to:

• discussing issues with your teacher or a counsellor/disability support officer
• negotiating a change to your enrolment; resulting in a reduced study load.

If you are identified as not participating and/or achieving satisfactory academic progression, educational staff will meet with you to discuss specific assistance and/or advice and negotiate the appropriate formal intervention strategies required to address the issues preventing you from achieving successful outcomes.

If you cannot reasonably complete your study within the expected duration as specified on your training plan or CoE, TAFE Queensland regions may consider an extension of study based on compassionate or compelling circumstances and/or a documented Student Academic Progression Plan. Refer to section 9.3.

If you have a continued pattern of failing to achieve satisfactory progression and/or the agreed actions as stated in your student academic progression plan, you may be deemed to be in breach of the TAFE Queensland Student Rules and may be subject to formal disciplinary processes in line with the Student Discipline and Appeals Procedure.

International students that do not achieve satisfactory academic progression in two consecutive semesters may be reported to the Department of Education (via the Provider Registration and International Students Management System (PRISMS)) for unsatisfactory course progress. This reporting automatically alerts the Department of Immigration and Border Protection (DIBP) and may impact that status of your student visa.

Time for HE course completion: Domestic students are required to complete their course within certain time limits. This incorporates all assessable components including, for example, professional practice.

• 2 Year Associate Degree students have a maximum time for completion of 5 years regardless of study mode
• 3 Year Bachelor Degree students have a maximum time for completion of 8 years regardless of study mode.

If you exceed time limits for the completion of award courses will be liable for exclusion.
Higher education (HE) domestic students

**HE probation**: If you have a semester Grade Point Average (GPA) of less than 3.0 at the end of a semester and/or are awarded a failing grade in a unit which you have previously failed in your current program of study you will be placed on probation for the following semester. Your enrolment in that semester will be determined by the TAFE Queensland region, and may include a restricted number of units. You will also be provided with advice to identify how you may access assistance to improve your academic performance.

**HE exclusions**: You are liable for exclusion if you:

- fail a required unit more than twice
- have a semester grade point average (GPA) of less than 3.0 in two consecutive semesters of your study in the course.

If you are excluded, you are not permitted to attend classes or undertake study in the qualification from which you were excluded, or re-enrol in the same qualification for at least two standard semesters.

9. **Assessment**

There are a variety of assessment methods that will be used throughout your qualification or program, including written and practical tasks, examinations, work-based activities, projects and applied research, and assignments. You must:

- attend/participate in assessment on set location, date and time
- comply with all assessment instructions, submission and collection requirements
- liaise with your teacher, if due to personal illness or other extenuating circumstances you need to defer or require an extension (documentary evidence may be required)
- undertake assessment honestly, without any form of cheating, plagiarism or collusion
- comply with Copyright requirements
- retain copies of all assessment in the event of an appeal.

For further information regarding assessment refer to your Study or Competency Guide provided upon your commencement.

9.1 **Advanced standing**

If you have current skills and knowledge relevant to your nominated course of study, these skills should be recognised. Recognition may be granted through:

- **Credit transfer**: allows you to receive an agreed amount of credit for previous formal study which is considered to be equivalent in content and learning outcomes to your nominated course.

- **Articulation**: allows you to be granted credit based on predetermined credit precedents where institutional articulation arrangements exist between TAFE Queensland and other HE providers.

- **Recognition of prior learning (RPL)**: allows you to be granted credit based on an assessment of formal and non-formal learning to determine the extent you meet the requirements of the training program.

For further information refer to the TAFE Queensland website, Credit Transfer, Articulation and Recognition of Prior Learning (RPL) Procedure or discuss with your teacher/assessor.
9.2 Alternative assessment

If you consider you will be disadvantaged, due to a literacy/language competency, disability, or unusual circumstance, you may request an alternative assessment. These requests should be submitted directly to your teacher/assessor, but may also come via Student Services or an advocate.

9.3 Examinations

The following conditions apply to TAFE Queensland examinations unless communicated to you prior to the commencement of the examination:

- The examination schedule will be provided to you at the commencement of study.
- Only students enrolled in the competency, the examination supervisor, and other authorised personnel may enter or remain in an examination room during an examination session.
- The examination supervisor may ask for photographic identification (for example, student ID card, drivers licence).
- If you are late for an examination you will need the permission from the supervisor to enter the room, noting why, and the supervisor will record the reason for the lateness.
- If you are more than 20 minutes late, you may be refused entry.
- To avoid distracting your fellow students, you may not leave the examination during:
  - the first 20 minutes of an examination session of up to and including 1.5 hours duration
  - the first 40 minutes of an examination session of more than 1.5 hours duration
  - the last 10 minutes of an examination session.
- If you are given permission to enter or leave an examination room, you must comply with all conditions upon which the permission is given.
- Unless approved by the examination supervisor prior to the examination (for example, for open-book examinations) you are not to bring into an examination any devices capable of conveying information about the examination such as: textbooks, course notes, mobile phones, pagers, notebook computers, electronic organisers, electronic dictionaries, calculators, and other devices.
- Mobile phones or pagers must be placed in the designated area of the examination room and turned off prior to the commencement of the examination.
- It is your responsibility to comply with all directions:
  - detailed in examination material supplied
  - set out on any notice displayed in the examination room
  - given by the examination supervisor.
- During an examination session you are not to:
  - communicate by word or otherwise with any person other than the supervisor
  - assist any other person to communicate with another person
  - willingly receive a communication from any person except with the approval of the examination supervisor.
- Unless permitted by the examination supervisor, you may not take from the examination room any papers or other materials provided for use during the examination.
- The examination supervisor may question you to ascertain whether there has been a breach of examination rules.
- If in the opinion of an examination supervisor, your behaviour is disturbing or distracting any other student, the examination supervisor may require that you leave the examination.
- If you refuse to leave you may be dealt with as a trespasser.
- It is expected of you to be considerate of other students when entering or leaving the examination or when in the vicinity of an examination room.

9.4 Extensions/deferred assessment

If you are unable to meet a scheduled assessment/exam date, you must notify your teacher/trainer staff at least 48 hours prior to the due date to request an extension. All requests for extensions must be in writing.
on a request for extension form. Extensions are granted in exceptional circumstances only and must be supported by appropriate documentary evidence.

An assessment item completed by the extension date will have a resubmission option.

Failure to submit, or participate in activities, by the due date, without prior approval, may be considered an unsuccessful first attempt. Late assessments will not have the option of a resubmission unless prior approval has been granted.

The application for deferred assessment can be made to the TAFE Queensland General Manager at least seven calendar days prior to the due date of the assessment, except:

- in emergency circumstances
- in cases of serious illness or injury where you will need to provide a medical certificate. If the assessment date has passed, the application must be made within three working days of the concluding date on the medical certificate.

If the TAFE Queensland General Manager is satisfied that by reason of illness or other exceptional circumstances you could not complete an assessment task, they may allow a deferred assessment.

**International students**

International students can only apply for deferment, reduction to study load or extensions to study in very limited circumstances. The deferral, suspension, extension or cancellation of your CoE will automatically alert the DIBP and this may affect the status of your student visa.

For further information refer to the International Deferral, Suspension or Cancellation of Enrolment Procedure.

### 9.5 Processing of assessments

TAFE Queensland region educational staff will mark assessment items and provide feedback within 10 business days of submission. It is your responsibility to access feedback from the teacher.

You are required to retain a copy of all assessment items for a minimum period of 14 days after receipt of the result.

If a re-submission is required, it is your responsibility to obtain a marked assessment from the teacher and re-submit the assessment within the required timeframe (see section 9.7 below).

If an appeal has been lodged, assessment items should be retained until the appeal has been finalised (see section 9.10 below).

### 9.6 Feedback to students

Depending on the nature of the assessment task, feedback may take the form of:

- written comments on your work
- oral comments from teaching staff to commend and/or correct your learning
- oral comments in group sessions
- provision of sample answers for the assessment tasks
- marks provided for your work.

Feedback must address the assessment criteria of the task, and include marks and/or comments about your performance on each criterion.
9.7 Re-submissions/re-assessment (VET qualifications only)

If you do not satisfy the assessment requirement on your first attempt, you will receive feedback and may negotiate a second attempt/re-sit or resubmission of the assessment item. Second attempts/re-sits or resubmission of an assessment item may be granted, only when the teacher/assessor considers that you have made a genuine attempt at the first assessment.

Only one reassessment/resubmission attempt may be granted for each assessment item. You may be given a different assessment item (for reassessments), although it must assess the same elements of competency.

If you do not attempt the reassessment or fail to resubmit the assessment item on/by the negotiated due date, you will be given an ‘unsatisfactory’ result for the assessment item. If you attempt the reassessment and it is again assessed as unsatisfactory, you will be given an ‘unsatisfactory’ result for the assessment item.

No reassessments or late submissions are permitted after the due date and/or final result for the unit/s of competency has been issued and you will be required to re-enrol.

Where possible, you are required to retain a copy of all assessment items for a minimum period of 14 calendar days after receiving the final result (unless an appeal is being lodged). In the case of an appeal, copies of the relevant assessment items should be retained until the appeal is finalised.

9.8 Supplementary assessments (HE qualifications only)

Supplementary assessment is provided to support course progression, and is designed to create opportunities for you to complete requirements for your qualification. Supplementary assessment is not a reassessment of your overall grade or the mark for an individual assessment item. It is a new item of assessment designed to provide further opportunity to demonstrate that you have achieved the required learning outcomes of the unit.

**Granting of supplementary assessment**

You may be granted supplementary assessment in a limited number of cases where a grade of 3 has been achieved. This limit is such that the maximum number overall in a course is:

- two in the final 80 cp in coursework programs of three or more years’ full-time duration or equivalent
- one in the final 40 cp in coursework programs of less than three years’ full-time duration or equivalent.

**Application for supplementary assessment**

You are responsible for making applications for supplementary assessment. Applications should be submitted immediately (normally within five working days) following release of the final result for a unit.

**Grades following completion of supplementary assessment**

If supplementary assessment is approved, whilst under consideration, your grade of 3 will be temporarily changed to SA - Supplementary Assessment. If you successfully complete supplementary assessment requirements, you will be awarded the grade of 4. Where supplementary assessment is not successfully completed, the original grade of 3 will be reinstated.

9.9 Re-evaluation of assessment item/review of final grade

If you are dissatisfied with the result of an assessment result and believe it to be in error, you should first discuss the matter with the relevant teacher. If there has been an error, a recommendation will be made to the delegated officer for the result to be amended. If you remain dissatisfied, you may make application for a review of final grade to the TAFE Queensland General Manager.
9.10 Assessment appeals

If, following the re-evaluation and/or assessment or review of your final grade, you are still dissatisfied, you may lodge an academic appeal to the Disciplinary and Appeals Committee based on the following grounds:

- that the decision is grossly unreasonable
- that procedural requirements were not followed
- that relevant evidence was not considered in reaching the decision or that irrelevant evidence was relied upon in reaching the decision
- that fresh evidence has become available
- that a penalty imposed was excessive or inappropriate.

For further information refer to section 11 and 12 below or the Student Discipline and Appeals Procedure.

10. Results and Awards

Your final results will be entered into the TAFE Queensland Student Management System (SMS) no later than 30 calendar days from the COS date. The close of study is the final point in time where ALL learning and assessment activity for a given unit is to be completed, including ALL retesting and vocational placement and professional practice.

You will be automatically advised via email that you have a new result which can be accessed via the Student Self Service (SSS) portal. If you cannot access this service, you may request a printed Record of Result (ROR) at no cost where it is the initial print.

Fees are applicable for a ROR if printed on official stationery (refer to the TAFE Queensland Fees and Charges Schedule). Note: TAFE Queensland regions are not mandated to provide you with a printed ROR. You are eligible to be awarded a qualification and graduate upon completion of all academic requirements for your qualification.

10.1 Change of final result code

A change of result code must only occur when human error has been made or where you have had a result upgraded following a formal Review of Grade process and approved by the relevant delegated officer and/or a successful academic appeal.

10.2 Recall of incorrect result or award

Where it has been identified that a result or award has been issued in error, or a document or representation has been determined to be false, misleading, or obtained or made in another improper way, the result or award will be revoked by either the TAFE Queensland region or the National VET Regulator refer to s56–s61 of the National Vocational Education and Training Regulator Act 2011 (Cth).

For further information refer to the Results Procedure and Awards Procedure.

11. Academic and Non-Academic Appeals

You have a right to appeal outcomes of disciplinary and academic decisions to TAFE Queensland’s Disciplinary and Appeals Committee based on the following grounds:

...
• that the decision is grossly unreasonable
• that procedural requirements were not followed
• that relevant evidence was not considered in reaching the decision or that irrelevant evidence was relied upon in reaching the decision
• that fresh evidence has become available
• that a penalty imposed was excessive or inappropriate.

For instances of major or exceptional cases of unresolved appeals or misconduct, further appeals can be made in writing to the TAFE Queensland CEO within 10 business days of receiving notification from the TAFE Queensland’s Disciplinary and Appeals decision and must fully set out the grounds for appeal.

Should you still be dissatisfied with the outcome of the internal appeals process, you have the right to take your case to an external independent body. The purpose of an external appeal is to review the decision-making processes undertaken by TAFE Queensland to determine the fairness of the decision.

Students can lodge their complaint with an external agency, such as:
• The Queensland Ombudsman
• Australian Skills Quality Authority
• Queensland Government Department of Education and Training (for apprentices/trainees).

12. Complaints and Feedback

TAFE Queensland is committed to continually improving its quality of service. You are encouraged to provide feedback to TAFE Queensland about its operations and the quality of education and training you are receiving.

Students undertaking Queensland Government subsidised training are required to complete a Student Employment Survey within 3 months of completing or discontinuing training.

Your feedback may be requested via surveys, be delivered to staff at the TAFE Queensland region’s library or the Student Services/Customer Services, or made directly to the TAFE Queensland region websites.

Feedback and complaints can be made to TAFE Queensland region websites via the following links:

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<tr>
<td>TAFE Queensland, East Coast</td>
<td><a href="http://tafeeastcoast.edu.au/about-us/contact-tafe/have-your-say/">http://tafeeastcoast.edu.au/about-us/contact-tafe/have-your-say/</a></td>
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For further information refer to the Complaints Management Policy.