

## Registered Training Organisation Appeals Policy

### Purpose:

The purpose of this policy is to outline Communities@Work' approach to managing appeals of students. It provides a transparent approach for all appeals to be addressed in a fair, efficient and confidential manner.

### Introduction:

Communities@Work is committed to providing fair, flexible, valid and reliable training and assessment services. Students may appeal an assessment decision or any other decision affecting their academic progress.

### Policy

Students may make an appeal about academic issues. Academic appeals refer to a decision that affects the learner's academic progress or achievement.

If a participant wishes to appeal against the result of an assessment, our processes ensure appeals are treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint on a case by case basis.

Appeals must be made in writing with 21 days of receipt of assessment and the result of the appeal process will also be communicated to the participant in writing, including reasons for the decision made. All records of appeals and the action taken regarding the appeal will be kept on file, both on the Complaints Register and in the participants file.

Participants may appeal the assessment/decision based on one or more of the following:

- Mark or result is being disputed
- Assessment did not comply with criteria published
- Assessment did not comply with principals of assessment

If the appeal for re-assessment is proven, we will make necessary arrangements to conduct the re-assessment of the participant at a time that is mutually convenient for all parties concerned. If required, the appeal will be heard by an independent person or panel.

The circumstances and results of any appeal are reviewed by RTO management.

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<b>Date of Effect:</b> 19/01/2018	<b>Due for Review:</b> 19/01/21	<b>Page 1 of 3</b>
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*This policy supports Standards for Registered Training Organisations (RTO's) 2015*

## Related Documents

RTO-PRG-POL-001	Appeals Procedure
ORG-QMA-POL-022	Complaints Management Policy

## References

1. *Standards for Registered Training Organisations (RTO's) 2015*

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## Review Specifications:

VERSION HISTORY		
Version	Date of effect	Brief summary of change
V1	01/06/2015	Initial document
V2	19/1/2018	Full Document Review

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