

Registered Training Organisation Appeals Procedure

Purpose:

The purpose of this procedure is to outline Communities@Work's approach to managing appeals of students.

Introduction:

The training and assessment appeals procedure outlined below ensures all appeals are treated fairly. Confidentiality, objective decision making and procedural fairness should be maintained at each stage of the training and assessment.

This policy supports Standards for Registered Training Organisations (RTO's) 2015

Authorisation:

This procedure shall be endorsed and issued under the authority of the Deputy Chief Executive Officer.

Procedure:

- An appeals process will be outlined to participants at enrolment.
- Students who are dissatisfied with any aspect of their assessment should first discuss the matter with the trainer.
- If the participant still wishes to continue the appeal process after discussions with the trainer, an appeal must be made in writing with 21 days of receipt of assessment.
- The trainer/assessor will hand over all relevant assessment information to RTO Management.
- RTO management will arrange for a reassessment (by another Trainer) if required.
- The selected trainer will reassess the academic decision/procedural process against the National Assessment Principals (fairness, flexibility, validity and reliability).
- Outcomes and comments from the reassessment will be returned to RTO Management.

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- RTO Management will inform the participant of the reassessment outcome in writing within 14 days following receipt of the appeal.
- If the participant is not satisfied with the outcome of the assessment, we will seek reassessment of arbitration by a third party acceptable to all parties to the appeal.
- 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.
- Each step/action taken through the appeals process will be documented by RTO Management. A copy of all communication is kept on file, both on the Complaints Register and in the participants file.

Related Documents

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|-----------------|------------------------------|
| RTO-PRG-POL-001 | Appeals Policy |
| 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 | 19/01/2018 | Full Document Review |

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