

Procedure	Appealing Assessment Result			2.2.1h
Department	Education and consultancy	Issue Date	Feb 2020	
Policy Owner	DM Education and Consultancy	Review Date	Feb 2022	
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Authorised by	CEO	Authorised Date	Feb 2020	

Definition

Alzheimer’s WA is required to comply with the VET Quality Framework and ensure that its assessment processes are fair, valid and flexible. All complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

All students are entitled to appeal an assessment outcome if they are concerned about how an assessment has been conducted.

This procedure outlines the principles of managing an appeal in a fair, consistent and equitable manner.

Assessors, students and all parties involved in the procedure must be treated with respect, and have their confidentiality and privacy maintained.

Procedure Steps

Where possible, participants should first raise their concerns with their trainer within 14 days of receiving the assessment outcome.

The student must provide the following information:

- » Submission date of appeal
- » Name of student
- » Nature of appeal
- » Supporting documentation regarding their assessment outcome
- » Attachments (if applicable)

If a satisfactory resolution has not been reached, the student should approach the Compliance Officer/Coordinator. The Compliance Officer/Coordinator will review the assessment/assignment and make a judgement within 14 days. If the appeal cannot be determined within the 14 day time-period, the student will be advised in writing informing them why this is the case and be kept up to date of the progress of the appeal.

If, after consultation with the Compliance Officer/Coordinator, the matter has not been resolved, the student is entitled to write to the Education and Training Manager at PO Box 1509, Subiaco WA 6904, who will refer the matter to the independent Appeals Process, which will require the submission of all appropriate assignments and assessments for review.

The student will be notified of the outcome of the review in writing.

If a student is not satisfied with the process / outcome they may contact National Training Complaints Hotline on 13 38 73 or NTCH@education.gov.au

Assessment Appeal records and any associated documents will be retained with the student record file.

Legislation

Australian Skills quality Authority-

- » Policy 6.1
- » Policy 6.2

Related Documents

- » Standards for Registered Training Organisation
- » Student Handbook
- » 2.2.1g Complaints Procedure
- » Complaint / Appeals Register
- » Continuous Improvement Policy
- » Continuous Improvement Register

Revision History			
Date	Summary of Revisions	Revision No	Revised By
Feb 2020	New Document	1.0.0	Sharon Richards