

## ASSESSMENT APPEALS

### 1. PURPOSE

The purpose of this procedure is to establish a process for the review and resolution of disputes relating to assessment decisions.

### 2. SCOPE

All assessment appeals shall be addressed in compliance with this procedure. This appeal process applies to all persons associated with ATEC whether learner, client or staff.

### 3. RESPONSIBILITIES

- 3.1 The Trainer/Assessor shall conduct the assessment, advise the learner of the assessment decision and, where appealed, shall consider and respond to the learner's appeal in line with this procedure.
- 3.2 The appellant shall explain the reasons for the appeal/disagreement as soon as possible or within 60 days of notification of the assessment decision.
- 3.3 The Training Manager shall consider the assessment decision and evaluate the case where the appeal progresses past Stage 1, in line with Stage 2 and Stage 3 of this procedure.
- 3.4 Should the process deem to take in excess of 60 days due to any complexities, the RTO will notify the appellant in writing and provide regular updates throughout the process.

### 4. REFERENCES

SUP-PRO-DOC-010.1 Client Complaints Resolution

SUP-POL-006 Grievance Policy

### 5. INSTRUCTION

#### 5.1 **Stage One Immediate Response:**

5.1.1 Where a candidate disagrees with an assessment decision, he/she shall explain the reasons for disagreement to the Trainer/Assessor concerned as soon as possible. In most cases this shall be immediately after receiving the assessment decision, or may be through the submission of an Assessment Appeals Form (TRN-FRM-048).

5.1.2 The Trainer/Assessor shall consider the appellant's explanation and provide a response through:

- A clear explanation or a repeat of the assessment decision following a re-evaluation of the evidence
- A written report of the results of the re-evaluation of the evidence which may be in the form of
  - a. an explanation that the assessment was queried, explained and accepted noted on the CAR or,
  - b. completion of a Supplementary Training Plan with notes explaining the appeal
  - c. once actioned, amendment to the appellant's assessment record, if appropriate
  - d. a diary note if further explanation is warranted

The option/s selected must be forwarded to Student Administration to be entered on to VETtrak and filed appropriately e.g. Diary note in the students file.

5.1.3 This process should be completed within 5 working days of the notification of an appeal.

- 5.1.4 If the appellant agrees with the outcome at this stage, the process will be recorded as satisfactorily resolved.
- 5.1.5 If the appellant disagrees with the outcome at this stage, the appeal will progress to Stage 2.

## 5.2 **Stage 2 Secondary Response:**

5.2.1 The Trainer/Assessor shall forward to the Training Manager the following within 5 working days of the completion of Stage One:

- the original assessment record and appellant evidence, where appropriate
- the completed Assessment Appeals Form (TRN-FRM-048 Section 1)

5.2.2 The Training Manager shall consider the assessment decision, normally involving an evaluation of:

- the appellant evidence and associated records
- the assessor's rationale for the assessment decision
- the opinion of other assessors/subject experts
- the opinion of the appellant
- the opinion of the appellant's advocate/advisor.

5.2.3. The Training Manager shall complete Section 2 of the Assessment Appeals form and provide the appellant and the Assessor with the considered verdict within 5 working days of the notification of Stage 2 of the appeal.

5.2.4 If the appellant still disagrees with the assessment decision, the appeal shall proceed to Stage 3.

## 5.3 **Stage 3 Formal Arbitration:**

5.3.1 A panel shall be convened to consider the appeal. The panel shall comprise of the following personnel:

- The Training Manager (Panel Chair)
- 2 independent, appropriately qualified Assessors
- An advocate nominated by the appellant
- The appellant

5.3.2 All appeals which require Stage 3 resolution shall be offered to an independent third party to review the appeal.

5.3.2 The panel shall give consideration to all the assessment evidence presented and report its decision.

5.3.3 The decision of the appeals panel is final

## 6. DOCUMENTATION

TRN-FRM-048                      Assessment Appeals Form