

ASSESSMENT APPEALS

1. PURPOSE

The purpose of this procedure is to establish a process for the review and resolution of disputes related 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 student, client or staff.

3. RESPONSIBILITIES

- 3.1 The Trainer/Assessor shall conduct the assessment, advise the learners 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 Supervisor- Training 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 complainant or 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 on forwarded to Student Administration who will enter the information on to VETtrak and file appropriately eg. 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 Supervisor- Training 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 Supervisor-Training 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 appellants advocate/advisor.
- 5.2.3. The Supervisor-Training 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 Supervisor-Training (Panel Chair)
 - 2 independent, appropriately qualified Assessors
 - An advocate nominated by the appellant
 - The appellant.
- 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
- 5.3.4 All appeals which require Stage 3 resolution shall be offered to the Training Recognition Branch for external validation of the process.

6. DOCUMENTATION

- 6.1 ADM/068 Grievances File
- 6.2 [TRN-FRM-048](#) Assessment Appeals Form