

## 2. Assessment Appeal Policy

### Assessment Appeal

If a student is dissatisfied with a decision made in relation to an assessment item, he/she are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted

If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. Appeals against an assessment will only be accepted for a period of 30 days following the day of the result being provided by the trainer. They shall lodge the formal appeal with the administration department.

Appeals should be lodged in writing on an **Assessment Appeal Form** which can be accessed by contacting [admin@propel.net.au](mailto:admin@propel.net.au). Student will be notified of the outcome within four weeks of the appeal being submitted.

Students will then be provided the option of activating the external appeals process if they are not satisfied with the outcome.

The appeal will follow the same process as a complaint and will be investigated by the CEO. The student is required to notify the RTO if they wish to proceed with the external appeals process.

### Grounds for Appeal

An application for appeal will be considered if a student:

- claims disadvantage due to the assessor/trainer unreasonably altering assessment requirements that were specified in the outline
- claims disadvantage due to the assessment requirements specified by the assessor/trainer being unreasonably applied to him or her
- claims a disadvantage due to the assessor/trainer not providing an assessment outline
- believes that an error has occurred in the document/outline of the assessment task
- claims that there is a discrepancy between assessment tasks - practical observation and the formal assessment

If the appeal for re-assessment is proven, where possible an alternative assessor will conduct the re-assessment of the student at a time that is mutually convenient.

Furthermore, for any appeals that extend beyond 60 calendar days a written notification to the complainant or appellant is provided explaining the reasons why more than 60 calendar days have been or will be required. Throughout this time, regular updates will be provided in relation to progress of the matter.

Record Management	aXcelerate Dropbox
Reference Documents	Complaints, Compliments, Concerns and Appeals Register Staff Induction Checklist Student Handbook Staff Handbook Appeal Request Form <b>Trainer Procedures Manual</b>
Link to SRTO 2015	Standard 1. The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses
	Standard 2. The operations of the RTO are quality assured
	<b>X</b> Standard 3. The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.
	Standard 4. Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.
	Standard 5. Each learner is properly informed and protected.
	<b>X</b> Standard 6. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.
	Standard 7. The RTO has effective governance and administration arrangements in place.
	Standard 8. The RTO cooperates with the VET Regulator and is legally compliant at all times.
Developed By	Compliance Manager
Approved by	Directors