



RTO APPEALS POLICY

SECTION 1 - PURPOSE AND SCOPE

- (1) This policy provides information on appeals to assessment outcomes for The College RTO students, assessors, trainers and other relevant staff.
- (2) All College RTO students enrolled in training programs, including the Australian Qualifications Framework (AQF) programs, are entitled to be aware of the assessment appeal options.

SECTION 2 - DEFINITIONS

- (3) For the purposes of this policy, the following definitions apply:
 - a. “RTO” - Registered Training Organisation.
 - b. “AQF” - the Australian Qualifications Framework and those programs on the scope of The College.
 - c. “The University” - Western Sydney University.
 - d. “The College” - Western Sydney University The College a division of Western Sydney University Enterprises Pty Limited.

SECTION 3 - POLICY STATEMENT

- (4) The College RTO recognises the right of students to seek a review of, and to appeal against, decisions made by The College RTO, including assessment outcomes, if they believe a student believes the process was inappropriate or ineffectively executed, or if they believe the assessment outcome was incorrect.

SECTION 4 - GUIDELINES AND REFERENCE

4.1 Responsibility

- (5) The Course Coordinator will:
 - a. provide the student with the Assessment Appeal Request Form ;
 - b. provide the completed Assessment Appeal Request Form to the Director RTO for consideration.
- (6) The Director RTO will:
 - a. review the Assessment Appeal Request Form;

- b. convene an Appeal Panel within 60 days of the Assessment Submission date;
- c. provide the outcome of the Appeal Panel within seven (7) days.

4.2 Reference

- (7) The College RTO Records Management Policy.

SECTION 5 - PROCEDURES

- (8) The processing of requests for assessment reviews may take the form of informal discussions or formal assessment appeals. These procedures describe the steps available to ensure assessment outcomes comply with the Principles of Assessment. The four principles of assessment are validity, reliability, flexibility, and fairness.

5.1 Prior to Lodging an Appeal

- (9) In the first instance, students should approach the assessor of the assessment task regarding the assessment process/outcome and their concerns. All students have available to them a second attempt at an assessment task prior to seeking appeal.
- (10) Where issues cannot be resolved after the second attempt, a formal appeal can be lodged.

5.2 Lodging an Appeal

- (11) Students wishing to lodge a formal appeal of an assessment outcome must complete an Assessment Appeal Request Form within 14 days of receiving their assessment result.
 - a. Students are required to complete, sign and submit the Assessment Appeal Request Form to the Course Coordinator together with any substantiating documentation to support the appeal request.
- (12) The Course Coordinator will forward the appeal request to the Director RTO of The College.

5.3 Hearing an Appeal

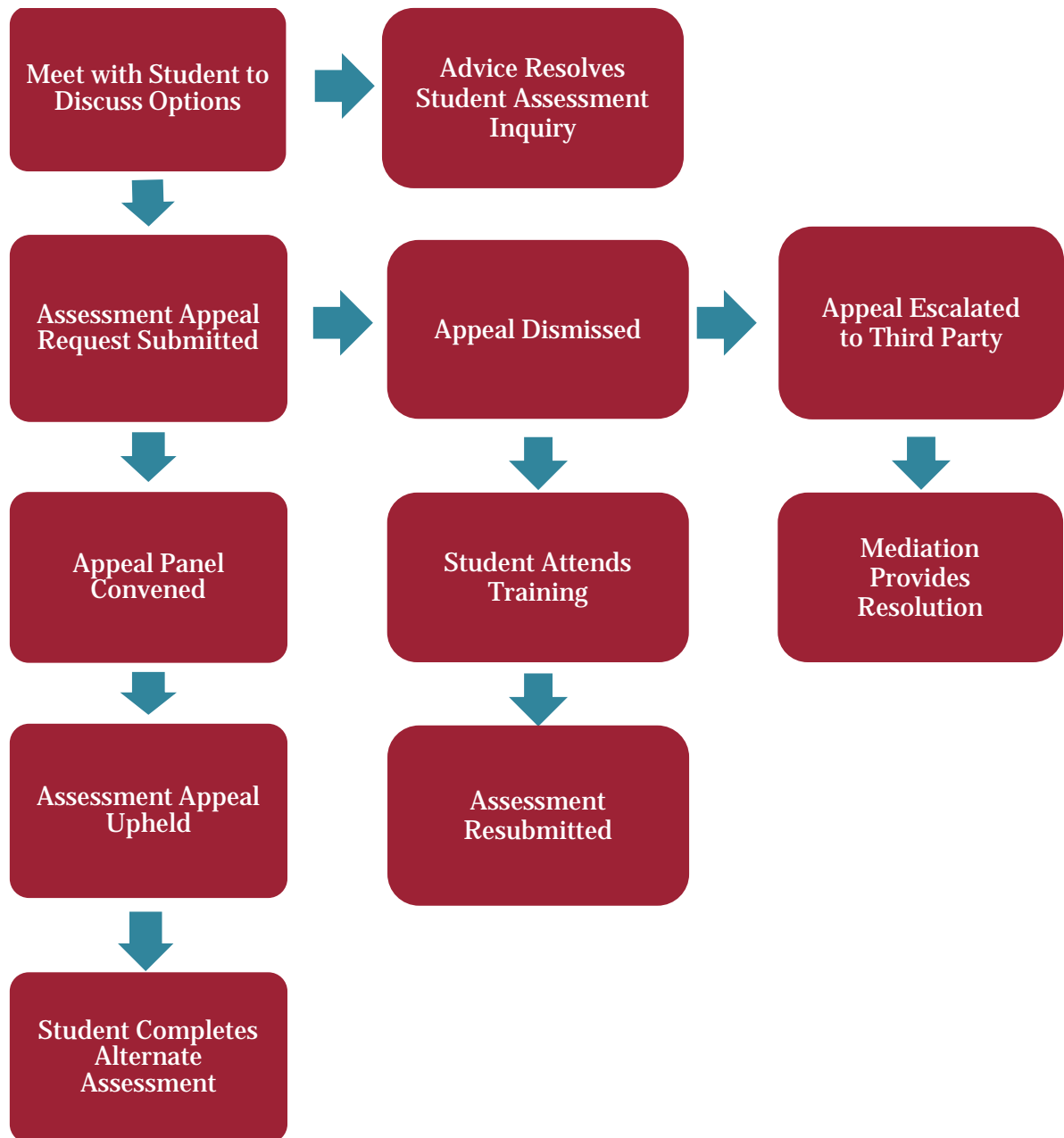
- (13) The College Director RTO will convene an Appeals Panel comprising a minimum of three (3) members, including a curriculum expert and a qualified assessor.
- (14) The Appeals panel will consider all evidence submitted including, but not limited to:
 - a. assessment submission and decision;
 - b. appeal request;
 - c. any other material or evidence considered relevant by the panel.
- (15) Evidence may be submitted at the appeal hearing by:
 - a. Student;
 - b. Assessor;

- c. Student Counsellor;
 - d. Workplace Supervisor;
 - e. Any other person considered relevant by the panel.
- (16) The Director RTO will inform all stakeholders of the appeal outcome in writing within seven (7) days. The decision may be one of two outcomes:
- a. The assessment appeal is upheld:
 - i. the student will be reassessed using an alternate assessment tool and under the supervision of an alternate qualified assessor. The new assessment will be recorded as a first attempt;
 - ii. the assessment appeal is dismissed - this will result in an assessment recording of 'not yet competent'. The student will be required to re-attend training as appropriate prior to resubmitting the assessment task for reassessment.
- (17) Where agreement on the appeal outcome cannot be reached, and at the appellant's request, a review of the appeal process may be heard by a third party independent of The College RTO and appellant.
- (18) The College RTO will work to resolve the appeal in a timely manner, not exceeding 60 calendar days of The College receiving the assessment appeal application form from the student. Where The College RTO considers more than 60 calendar days (including any review process) are required to process and finalise the complaint or appeal, The College RTO will:
- a. inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required;
 - b. regularly update the complainant or appellant on the progress of the matter.

5.4 Recording an Appeal

- (19) The Director RTO will maintain a secure record of all appeal applications and outcomes in accordance with the Records Management Policy. Where appropriate, the cause of such appeals and appropriate corrective action will be included on the Continuous Improvement Register to mitigate future occurrences for the same reason.

SECTION 6 - WORKFLOW OF APPEAL PROCESS



RTO APPEALS POLICY

STATUS AND DETAILS

Status:	Current		
Version:	2		
Effective Date:	20 October 2017		
Review Date:	20 October 2020		
Approval Authority Policy:	Western Sydney University Enterprises Board		
Endorsed by:	English and RTO Committee		
Approval Date:	20 October 2017		
Expired Date:	N/A		
Last Updated	20 October 2017		
Owner:	The College Registered Training Organisation		
Enquiries Contact:	Emma Bright P: 9852 4109 E: E.Bright@westernsydney.edu.au		
Available On:	SharePoint	<input type="checkbox"/>	Website <input checked="" type="checkbox"/>
Disclaimer: Printed copies of this document are regarded as uncontrolled			

Summary of Changes from Previous Version

Change of title for Director RTO and business name nomenclature.