

Purpose

This policy establishes the principles that govern the appeal of an assessment decision made on behalf of the RTO.

Definitions

Appeals are requests for a review or reconsideration of decisions made by the RTO when a student is not satisfied with a decision given, including but not limited to assessment decisions, withdrawals, unsatisfactory progress, exclusion. See grounds for appeal below.

RTO means Registered Training Organisation including Alesco Senior College VET in Schools.

Policy

The principles of this policy are outlined below:

- Atwea College will consider appeals in a timely manner, while keeping parties fully informed of the progress of the matter.
- All staff and students are expected to comply with the Appeals procedure, with the aim of reaching a mutually satisfactory resolution. Any person who uses the Appeals procedure to make a false claim may be subject to disciplinary action.
- Atwea College reserves the right to decline to pursue an appeal, including but not limited to circumstances where another process is more appropriate, or where the student does not have sufficient grounds to lodge an appeal.
- Students who are not satisfied with the outcome of the appeal process may make a complaint to an external agency. Atwea College has nominated NSW Community Justice Centres as a mediating body for this purpose.
- All students will be advised of the appeals process upon enrolment through the Student Handbook.

- All stages of the appeals process are documented.
- A copy of the appeals process is available behind the scenes.
- Students who are not satisfied with the outcome of the appeal process may make a complaint to an external agency because of the outcome.

- Staff involved in the assessment appeal process will be independent and act fairly at all times and ensure that decisions will be based on a thorough and unbiased consideration of the facts.
- Students will not be charged for lodging an appeal.
- A student's enrolment status will not be affected by the lodging an appeal.
- Outcomes or decisions made to resolve or respond to appeals must be achievable within lawful powers and policies, and relevant legislative requirements.
- Students may withdraw an appeal at any stage by giving written notice to Atwea College.

Atwea College acknowledges that students have the right to appeal an assessment event and/or decision, based on valid grounds for appeal.

Atwea College has provision for students to appeal against assessment events and/or decisions.

Atwea College ensures that students have access to a fair and equitable process for lodging an appeal.

- d) The potential causes of the appeal; and
- e) The steps taken to resolve the appeal.

Please see RTO Appeals Register

Monitoring and Improvement

All appeals practices are monitored by Atwea College and are reported to the Board of Directors. Areas for improvement identified through the Appeals Procedure will be acted upon through the Continuous Improvement Procedure.

Please see RTO Appeal Procedure

Please see Atwea Continuous Improvement Procedure

Please see Atwea Unit Status Report

Process Map

Not Applicable

Related documents , forms, and legislation

RTO Appeal Procedure

RTO Appeals Lodgement Form

RTO Appeals Progress Form

RTO Appeals Register

SMP03 Access and Equity Policy

Atwea Continuous Improvement Procedure

Atwea Unit Status Report

Review

This policy review period is: 3 yearly

Publication Log

Common (X) Drive	Intranet
Atwea Website	

Policy Owner