



Appeals Process Policy & Procedure

Purpose

This policy and procedure is to provide clear and practical guidelines that are fair and equitable in dealing with student assessment appeals.

Appeals can arise when a client is not satisfied with a decision that Australian Industry Training Providers (AITP) makes as a Registered Training Organisation (RTO). They can relate to assessment decisions, but they can also relate to other decisions, such as a decision to exclude a learner from a program.

Scope of Policy

This policy applies to all students/clients enrolled with or receiving services from AITP. A student may appeal against decisions relating to assessment within thirty (30) days of the issuance of the assessment result.

Policy

AITP believes that a student, who is not satisfied with the assessment made by AITP has the right to raise a complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

AITP will manage all complaints and appeals fairly, equitably and efficiently as possible. We will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, AITP acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. AITP seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff via the AITP Office and on our web-site under Policies & Procedures. The information will also contain details of external authorities that they may approach.

Appeals Process

Should a student have an assessment appeal they will need to complete an Appeals Notification Form which can be accessed on our web-site under Policies and Procedures via the Home Page. Once this has been received by AITP the appeals process will commence.

The Appeals Notification Form identifies:

- Student details
- Date and location of course/assessment
- Appeal details
- Any related evidence the student may have (provide attachments if needed)
- Actions to be taken/additional comments
- Appeal committee review comments

Procedure

1. The student should discuss the appeal/issue with their trainer to see if it can be resolved.
2. If no resolution is reached then the student should put the information relating to the appeal in writing via the Appeals Notification Form noted above.
3. The student should submit the appeal to the Operations Manager via our web-site or send to PO BOX 4051, Victoria Park WA 6979. AITP will arrange a suitable interview time for meeting within seven (7) days.

The appeal will be brought to the attention of the Managing Director (MD) of AITP. He will either deal with the issue personally or arrange for it to be dealt with by a management representative. A response and resolution must be reached within 7 days.

4. Should the issue still not be resolved to the student's satisfaction, AITP will make arrangements for an independent external

facilitator to resolve the issue. The student will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 21 days.

5. All parties involved will receive a written statement of the outcomes, including reasons for the decision.
6. If the student is still not happy with external mediation, they may take their complaint to the State Training Authority. Please contact our office for details.

or via the National Training Complaints Hotline:
13 38 73

7. All documentation relating to complaints or appeals will be archived for audit purposes.
8. AITP's Managing Director will be personally responsible for the implementation and maintenance of the policy.

Supporting/Related Documents

Appeal Notification Form
Conducting Student Assessment Appeals Policy & Procedure (internal)
Appeal Review Form (internal)
Training & Assessment Policy & Procedure

Contact Information

Australian Industry Training Providers (AITP)
PO Box 4051, Victoria Park WA 6979
Phone: 08 9437 2502
Web-site: www.aitp.com.au