

Policy Name	Assessment Appeals Policy
Date	14 August 2019
Responsible dept.	Learning & Development
Current Version	V6

## PURPOSE

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CAL is committed to providing students with the best possible environment in which to study. To ensure that appeals are dealt with in a responsive, timely manner, that recognises the rights and responsibilities of individuals and recorded in line with appropriate legislation.

This policy ensures that CAL manages requests for a review of a decision, including assessment decisions, made by CAL.

## SCOPE

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This policy is applicable to all CAL students.

CAL has established this policy to support the Australian Skills Quality Authority (ASQA) *Standards for Registered Training Organisations (RTOs) 2015*.

## DEFINITIONS

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**Complaint:** A person's expression of dissatisfaction with any service provided by CAL.

**Appeal:** A request to review a decision that has previously been made.

## POLICY STATEMENT

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CAL will address any, and all, assessment appeals in a fair, constructive and timely manner, ensuring the principles of natural justice and procedural fairness are adopted at every stage of the appeals process.

The complainant has the right for their complaint to be heard and for an impartial decision to be made. All appeals will be treated confidentially.

If a formal appeal proceeds, it will be taken seriously and investigated in an impartial manner.

A candidate's progress through a study program will not be disrupted whilst a complaint or appeal is being heard unless the nature of the issue itself means further progress is not possible.

Any substantiated complaints or appeals, will be reviewed as part of the continuous improvement process – as per the CAL continuous improvement policy and procedure.

The Learning and Development Manager, in consultation with the assessor/coach, will review the initial assessment or uphold the decision or proposed an alternate assessment. Any alternate assessment will be undertaken by another assessor.

**Appeals need to demonstrate at least one of the following points:**

- The assessment arrangements did not take into account personal needs in relation to a disability, medical condition or cultural requirements that a student had declared prior to the assessment,
- The assessment has not reflected the stated competencies for the course e.g. skills over and above the competency levels were assessed,
- The assessment was not relevant to the course content,
- The assessment was not an accurate reflection of work submitted.

**Supporting Resources:**

- Student Handbook,
- CAL website,
- Assessment Appeals Form,
- CAL Complaints Policy and Procedure,
- CAL Continuous Improvement Policy and Procedure.

## PROCEDURE

Action	Responsibility
<p>CAL receives an assessment appeal from a student – this may be through a variety of means e.g. verbally, in writing or electronically.</p>	<p>Complainant</p>
<p>The appeal will be recorded in the Assessment Appeals Register which must include the following:</p> <ul style="list-style-type: none"> <li>• Submission date of the appeal,</li> <li>• Name of the appeal,</li> <li>• Description of the appeal,</li> <li>• Determined resolution,</li> <li>• Date of resolution,</li> <li>• Any supporting documentation.</li> </ul>	<p>Learning and Development Manager,  Student Administration</p>
<p>CAL will contact the student within TWO working days and seek to identify the issue and seek to resolve the concern immediately and the outcome will be recorded in Assessment Appeals Register.</p>	<p>Learning and Development Manager,</p>
<p>When an appeal cannot be resolved through informal discussion, the complainant will be asked to complete an Appeals Form and submit it to CAL. The Appeals Form is available on the website and referred to in Student Handbook.</p>	<p>Learning and Development Manager,  Complainant</p>
<p>The proposed resolution will be communicated to the complainant within FIVE working days and agreement sought. If required, an external third party may be appointed to act as mediator and the student may choose to be accompanied by a support person.</p>	<p>Learning and Development Manager,</p>

<p>Once agreement is made, CAL will:</p> <ul style="list-style-type: none"> <li>• Provide the complainant with written confirmation of the resolution.</li> <li>• Record the action/s taken on the Assessment Appeals Register.</li> <li>• Document any policy or procedure changes to be made, implement changes and record in the Continuous Improvement Register.</li> <li>• All associated communication and document will be saved in the 'CAL Internal Resources' version of the Info-Organiser database as part of Quality Management and Continuous Improvement.</li> </ul>	<p>Learning and Development Manager.</p>
<p>In the event that the complain cannot be resolved between the Complainant and the Learning and Development Manager, the matter will be escalated to the Director of Learning and Development for resolution.</p>	
<p>In the event that the complaint cannot be resolved between CAL and the student, the student may wish to escalate the matter to the Australian Skills Quality Authority (ASQA) through ASQA's online complaints system at <a href="http://www.asqa.com.au">www.asqa.com.au</a></p>	<p>Complainant</p>
<p>All complaints from the calendar year will be reviewed in Q4 RTO Minuted Meeting.</p>	<p>College Principal and staff</p>

Policy Administration

Version	Date Approved	Approved by	Next Review Due
1	14 May 2012	Helen Sabell	January 2014
2	10 January 2014	Helen Sabell	January 2015
3	20 February 2015	Helen Sabell	February 2016
4	26 February 2016	Sarah Sabell	February 2017
5	19 January 2018	Sarah Sabell	January 2020
6	14 August 2019	Sarah Sabell	August 2020

Compliance References

<b>Statutory</b>	The <i>Standards for Registered Training Organisations (RTOs) 2015</i> Clauses: 6.2, 6.3, 6.4, 6.5
<b>Industry</b>	Vocational Education and Training (VET)
<b>Document Located</b>	E:\Public Documents\03_CAL Operations\CAL Policies\02_CAL POLICIES STUDENTS