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| Title | Procedure – Appeals | | |
| Date of Endorsement | 01.08.2018 | Review Date | 01.08.2019 |
| Review Panel | The Senior Education Manager and Compliance Manager are to be involved in the review of this procedure. | | |
| Scope | This procedure applies to all students engaged in training and assessment within WEA Hunter, trainers and assessors and RTO staff members. | | |

1.1: Appeals against assessment decisions

If a student is unhappy with an assessment decision they should first discuss the decision and options with the assessor to determine and fully understand the reasons for the decision.

The assessor will discuss the matter with the student; giving specific feedback on their performance, identifying any areas of improvement, and providing options to the student such as further training and/or assessment.

If the matter is not resolved, the Assessor advises the student of their right to appeal and refers them to the appeals policy and procedure.

The student contacts WEA Hunter to obtain an Appeals Lodgement Form.

The student submits the completed Appeals Lodgement Form within 14 days of the notification of the results of the assessment task.

Compliance enters the details of the appeal onto the Appeals Register, acknowledges the receipt of the appeal in writing and notifies the Senior Education Manager and Senior Education Manager of the appeal.

The Senior Education Manager nominates an independent assessor to review the appeal and make a determination within five working days of receipt of the Appeal Lodgement Form.

The independent assessor;

- reviews and investigates the claim
- determines the appeal outcome
- provides an explanation to justify their decision
- Advises the Senior Education Manager of the outcome in writing within 5 working days
- Notes actions on the Appeals Progress Form and submits to the Senior Education Manager

The Senior Education Manager notifies the student of the appeals outcome in writing within 2 working days

- If the appeal is upheld, finalises the appeals documentation and submits to compliance
- If the appeal is not upheld and the student is dissatisfied with the outcome, advise the student of their right to progress through to an external party.

Compliance enters the outcome of the appeal in the Appeals register and stores all documentation associated with the appeal. Once the appeal has been resolved Compliance loads all appeals documentation in the contact record in onCourse.

If WEA Hunter or its assessor/s is found to be in error or there is sufficient evidence of adverse circumstances, there will be no cost to the student to correct the decision.

Where a student is invited to resubmit an assessment, the student will be charged \$40.00 per unit for reassessment. This amount is not deferrable through VET Student Loans.

Where applicable, Compliance processes any refund of fees following the Fee, Refund and Withdrawal Policy and Procedure.

1.2: Other appeals

The student contacts WEA Hunter to obtain an Appeals Lodgement Form.

The student submits the completed form within 14 days of receiving any decision made by WEA Hunter that the individual wishes to appeal.

Compliance enters the details of the appeal onto the Appeals Register, acknowledges the receipt of the appeal in writing and notifies the Senior Education Manager and Senior Education Manager of the appeal.

The Senior Education Manager will;

- Contact the student to discuss the grounds for appeal.
- consider the appeal and make a decision on the outcome within 14 days of receiving the completed Appeals Lodgement Form
- notify the student of the outcome in writing
- Document the outcome in writing on the Appeals Progress Form and submit to Compliance for filing.

Compliance enters the outcome of the appeal in the Appeals register and stores all documentation associated with the appeal. Once the appeal has been resolved Compliance loads all appeals documentation in the contact record in onCourse.