

RTO Appeals Procedure

Scope

This procedure applies to all students engaged in training and assessment within Atwea College, trainers and assessors and RTO staff members.

Purpose

This procedure outlines the process in which an appeal for review and reconsideration of a decision made by Atwea College is to be lodged and registered.

Definitions

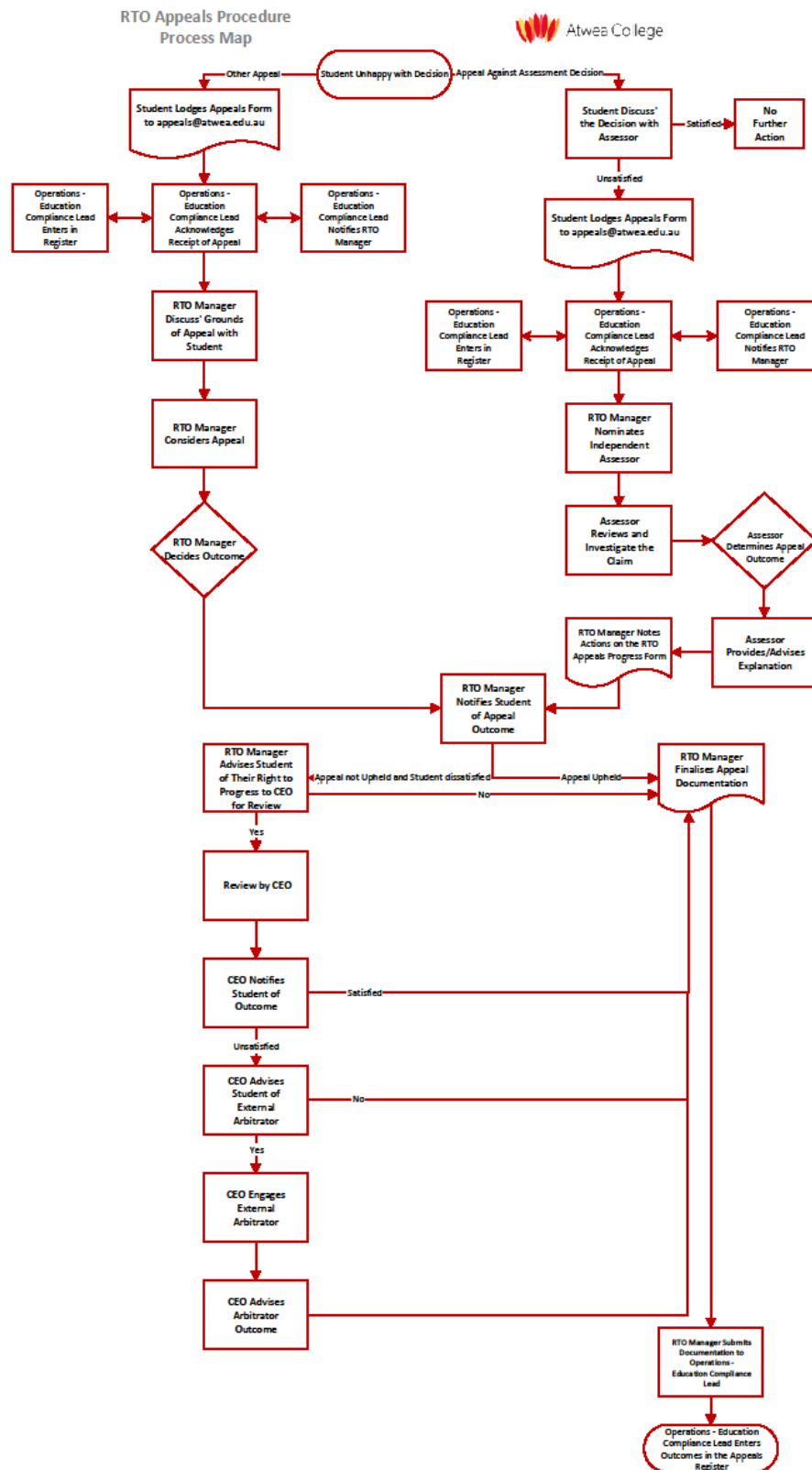
RTO Manager means the Manager delivering Adult and Community Education.

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.

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

RTO Appeals Procedure

Process Map



RTO Appeals Procedure

Procedure

Appeals Against Assessment Decisions

If a student is unhappy with the final 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; and give specific feedback on their performance.

If the student is not satisfied with the feedback, the student can lodge an appeal and should be referred to the RTO Appeals Policy and procedure on the website.

Please see RTO Appeals Policy

The student can contact Atwea College to obtain an RTO Appeals Lodgement Form, it is also available on the Atwea website.

Please see Appeals Lodgement Form

The student submits the completed RTO Appeals Lodgement Form within 10 business days of the notification of the results of the assessment task. The student can either provide the completed form to their Training Coordinator or email the completed form to appeals@atwea.edu.au.

If Training Coordinator receives the RTO Appeals Lodgement Form in hard copy they are required to scan it and email it to appeals@atwea.edu.au within 1 business day of receipt.

Operations - Education Compliance Lead:

- Enters the details of the appeal onto the RTO Appeals Register
- Acknowledges the receipt of the appeal in writing
- Notifies the RTO Manager of the appeal.

Please see RTO Appeals Register

RTO Manager:

- Nominates an independent assessor to review the appeal

Independent Assessor:

- Reviews and investigates the claim
- Determines the appeal outcome
- Provides an explanation to justify their decision
- Advises the RTO Manager of the outcome in writing within 5 business days

Please see RTO Appeals Progress Form

RTO Manager:

- Make a determination within five business days of receipt of the Appeal Lodgement Form.
- Notes actions on the RTO Appeals Progress Form

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- Notifies the student of the appeals outcome in writing within 2 business days

Other Appeals

The student contacts Atwea College to obtain an Appeals Lodgement Form, this is also found on the Atwea website.

Please see RTO Appeals Lodgement Form

The student submits the completed form within 10 business days of receiving any decision made by Atwea College that the individual wishes to appeal.

Operations - Education Compliance Lead:

- Enters the details of the appeal onto the RTO Appeals Register
- Acknowledges the receipt of the appeal in writing
- Notifies the RTO Manager the appeal.

Please see RTO Appeals Register

RTO Manager:

- Contact the student to discuss the grounds for appeal.
- Consider the appeal and make a decision on the outcome within 10 business days of receiving the completed RTO Appeals Lodgement Form

All Appeals

RTO Manager:

- If the appeal is upheld, finalises the appeals documentation and submits to Operations - Education Compliance Lead
- If the appeal is rejected and the student is dissatisfied with the outcome, advise the student of their right to progress to the CEO for review

CEO:

- Review appeal
- If the appeal is upheld, finalises the appeals documentation and submits to Operations - Education Compliance Lead
- If the appeal is rejected and the student is dissatisfied with the outcome, advise the student of their right to progress through to an external party.
- Engage external arbitrator if student dissatisfied and confirms further progression
- If external arbitrator engaged inform Operations - Education Compliance Lead for register update
- Result of arbitration to be entered in Section 4 of Appeals Progress Form
- Submit completed form to Operations - Education Compliance Lead

Operations - Education Compliance Lead:

- Enters the outcome of the appeal in the Appeals register

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- Store all documentation associated with the appeal.
- Once the appeal has been resolved, load all appeals documentation in the contact record in the Atwea file drive.

If Atwea College 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.

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

Related documents, forms, and legislation

RTO Appeals Policy

RTO Appeals Lodgement Form

RTO Appeals Register

RTO Appeals Progress Form

Review

This policy review period is: 3 yearly

Publication Log

Common (X) Drive	Intranet
Website	

Policy Owner	RTO Manager		
Review Panel	RTO Manager, Operations Manager and Education Compliance Lead		
Approval Authority	Chief Executive Officer		
Date of Endorsement	20/12/2023	Next Review Date	20/12/2026
Risk Rating	Moderate	Version	2.0
Library Location	RTO Appeals Procedure.docx		