

APPEALS PROCEDURE

Purpose

This process serves as the guide and reference document for the Appeals handling of **Trade Skills Australia**. Changes to this procedure must only be made upon the approval of the Operations Manager.

Role undertaking task

Assessment Administrators, Assessors, Assessment Manager

STEP 1 – Initial Review of Appeal		
No.	Who	Actions
1.1	Candidate	a. If the candidate is unhappy with the assessment decision they should first seek to discuss the decision and options with the Assessor, to determine and fully understand the reasons for the decision. Details are to be documented in the Student Management System.
1.2	Assessor	b. With a view to resolving the matter, discuss with the Learner: <ol style="list-style-type: none"> 1. Give specific feedback, 2. Identify areas of improvement, and 3. Provide options to the learner such as submission of further documentation. c. If the matter is successfully resolved, identify if there are areas of improvement and log any identified improvement opportunity in the Continuous Improvement Register d. If the matter is not resolved, advise learner of their right to appeal the decision referring them to the Complaints and Appeals Policy in the website or Candidate Handbook e. Provide Learner with access to the Appeals Lodgement Form
STEP 2 – Lodgement of Appeal		
No.	Who	Actions
2.1	Candidate	a. Lodge the appeal in writing using the Appeals Lodgement Form as soon as possible b. Candidate will receive a confirmation email that the appeal was received and that the Trade Skills Australia staff will be in touch once the form is lodged.
2.2	Assessment Administration	c. Once the appeal is lodged Assessment Administration Staff will receive an email notification that an appeal was lodged d. Update the candidate record in the SMS by creating a note and nature of appeal

2.3	Operations Manager	<ul style="list-style-type: none"> e. Once the appeal is lodged the Operations Manager will receive an email notifying that an appeal was lodged f. Conduct a participative review of the appeal lodged g. If needed, assign stakeholder(s) / Trade Skills Australia staff independent to the appeal to resolve matters within timeframes.
STEP 3 – Processing the Complaint		
No.	Who	Actions
3.1	Operations Manager / Assigned Staff	<ul style="list-style-type: none"> a. Communicate with the appellant and request for additional evidence if required. b. Aim to resolve the complaint as quickly as possible and within 30 days from the time action item was assigned or within timeframe specified by the Operations Manager. Actions which may be taken may include but are not limited to: <ul style="list-style-type: none"> i. Review of the application form and supporting evidence. ii. Review of all assessment documentation and process. iii. Interview with the appellant to allow them the opportunity to formally state their claim. c. Determine the appeal outcome and provide an explanation to justify the decision d. Communicate with the candidate every time actions are taken and decisions once appeal has been resolved. e. If the outcome involves re-assessment proceed to Step 4 f. If the outcome does not involve re-assessment proceed to Step 5
STEP 4 – Conducting Re-Assessment		
No.	Who	Actions
4.1	Operations Manager / Staff	<ul style="list-style-type: none"> a. Arrange for the re-assessment and inform the appellant of the details in writing, in accordance with assessment processes. b. Update appeal register c. The appellant has the option to nominate an independent observer to be present during the re-assessment. d. Conduct the re-assessment.

		<p>e. Determine the assessment outcome against the competencies.</p> <p>f. Complete all relevant assessment documentation, notifying the appellant and the Operations Manager of the outcome, in writing.</p> <p>g. If the appellant refuses to be re-assessed or is dissatisfied with the result or the process of the appeal, the appellant may lodge an appeal with External Arbitrator. (See Step 6)</p>
4.2	Admin Staff	<p>h. Update the learner file in the Student Management System</p> <p>i. Place a copy of the re-assessment correspondence on the Learner file</p>
STEP 5 – Finalising the Complaint		
No.	Who	Actions
5.1	Operations Manager / Assigned Staff	<p>a. Supply the appellant with the appeals outcome in writing once outcomes are completed.</p> <p>b. Record all communication and documents related to the resolution actions in the Complaints and Appeals Register</p> <p>c. Assign the Admin Staff to update the candidate record in Student Management System.</p> <p>d. Lodge continuous improvement opportunities in the Continuous Improvement Register</p>
5.2	Admin Staff	<p>e. Update the candidate record in the candidate management system with appeals resolution outcome</p> <p>f. Place all documentation from appeals file onto candidate file.</p>
5.3	Operations Manager	<p>g. Monitor the learning environment to ensure that the behaviour/incident does not re-occur.</p> <p>h. Discuss appeals, action items and communications during Management Meeting or Continuous Improvement Meetings</p>
STEP 6 – Referral to External Arbitrator		
No.	Who	Actions
6.1	Operations Manager /	<p>a. Contact and engage the External Arbitrator for a review of the appeal, providing all relevant documentation.</p>

	Assigned Staff/ Candidate	b. Cooperate with External Arbitrator for a review of the complaint.
6.2	External Arbitrator	<p>c. Review, investigate and mediate the appeal with all relevant parties and make a ruling.</p> <p>d. Prepare a formal written report on the investigation, providing a copy to both the Operations Manager of Trade Skills Australia and complainant.</p> <p>e. Trade Skills Australia will abide by any resolutions as recommended by the External Arbitrator.</p>
6.3	Operations Manager / Assigned Staff	<p>f. If the complaint is upheld, abide to the resolution decided on and proceed to step 5.1.</p> <p>g. If not upheld, inform candidate in writing that the original decision stands and proceed to step 5.1</p>

VERSION CONTROL

Version Control Table			
Date	Summary of Modifications	Modified By	Version
12/02/2020	Document Creation	360RTO	v.1.0
15/09/2020	Document Update	360RTO	v.1.1
27/02/2023	Document review and minor update	Compliance Manager	V2.0