

<p>Compliance requirement</p> <p>6.2. The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO’s behalf.</p> <p>6.3. The RTO’s complaints policy and appeals policy a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process b) are publicly available c) set out the procedure for making a complaint or requesting an appeal d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.</p> <p>6.4. Where the RTO considers more than 90 calendar days are required to process and finalise the complaint or appeal, the RTO a) informs the complainant or appellant in writing, including reasons why more than 90 calendar days are required; and b) regularly updates the complainant or appellant on the progress of the matter.</p> <p>6.5. The RTO a) securely maintains records of all complaints and appeals and their outcomes; and b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.</p>	<p>SRTO 6.2</p> <p>SRTO 6.3</p> <p>SRTO 6.4</p> <p>SRTO 6.5</p>
<p>POLICY FOR PUBLICATION</p>	
<p>Assessment appeals policy</p> <p>An assessment appeal is a request to review an assessment result made by us or anyone providing training on our behalf. Parties to an appeal may be accompanied by an advocate of their choosing at any time.</p> <ol style="list-style-type: none"> 1. An appeal should first be made informally to the assessor involved, if this is appropriate to the situation. If this is not your preferred option then go straight to step 2. 2. A written formal appeal should be lodged on a Complaints and Appeals Form with RTO administration by hand, or email or the ‘contact us’ form on our website, within 30 calendar days of receipt of the assessment result, setting out: <ul style="list-style-type: none"> • why a formal request to review the assessment result is being lodged • any evidence to support your request to review the assessment result 3. Management will convene a panel of three people to review the assessment result within 14 calendar days of receiving the appeal. The panel will consist of one person from the industry that is relevant to the review, a VET practitioner who is external to the organisation and a member of management 	

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<ol style="list-style-type: none"> 5. Provide the appellant with a written decision within 60 calendar days from the date the appeal was received. 6. If more than 60 calendar days are required to process and finalise the appeal, the person must be informed in writing, including reasons why more time is required. In this instance the person must be regularly updated on the progress of the matter. 7. If outcome is not a favourable one for the person include mention of the next step available to them as set out in the appeals policy. 8. Record findings and outcome in learner/employer file. 9. Record summary of appeal in Complaints and Appeals register in google docx. 10. Consider possible corrective action at management meeting. 	
<p>Complaints and Appeals register All complaints and appeals - and their outcomes - must be included in the Complaints and Appeals register in google docx, which is a confidential file available only to senior management.</p>	
<p>Corrective action Every complaint and appeal must be discussed by senior management to consider how processes can be improved to eliminate or mitigate the likelihood of reoccurrence. Preventive action to reduce risk of complaint or appeal is taken as part of regular monitoring activity.</p>	Senior management