

ASSESSMENT APPEALS FORM

General Information

A fair and impartial appeals process is available to all students. If you wish to appeal an assessment result, you should first discuss the issue with your Assessor. If the result of this discussion is unsatisfactory and you wish to proceed with a formal appeal, then you will need to complete this form and submit it to our Complaints Officer.

The written appeal application should be received by the Complaints Officer no later than 5 ordinary business days after the completion of the assessment.

All appeals are recorded in writing and the result of the appeal process will also be communicated to you in writing, including reasons for the decision made.

The appeals process will allow you to formally present your case. The appeal may be heard by an independent person or panel if requested. A copy of this communication is also kept on file, both on the Complaints Register and in your student file.

Grounds for Appeal

An application for appeal will be considered where you:

- ✓ claim a disadvantage because the trainer did not provide, either written or verbal, a subject outline;
- ✓ claim disadvantage because the trainer varied, without consultation or in an unreasonable way, the assessment requirements as specified in the subject outline;
- ✓ claim disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to you;
- ✓ are of the view that a clerical error has occurred in the documenting of the assessment outcome; or
- ✓ claim that there is a discrepancy between the practical observation and the formal assessment.

Once we have received this form:

1. The Complaints Officer will record the details of your appeal in the Complaints Register and notify the Head of Training based on division/location.
2. The allocated Manager will review the training and assessment material relevant to your claim in consultation with the assessor who made the original decision. Where the training and assessment is in an industry where the allocated Manager does not hold sufficient expertise, an industry specialist trainer will form part of the review panel.
3. The finding of the panel will be recorded on the Assessment Appeals Form and you will be notified in writing of this decision within 5 ordinary business days.

4. Where your appeal has been upheld, all records will be adjusted to reflect the new assessment decision and where necessary, revised documentation will be issued to you within 10 ordinary business days.
5. Where your appeal has not been successful and the original assessment decision is upheld, you may request an external, independent assessment. This independent person must be an appropriately recognised Trainer/Assessor for this industry and all costs associated with engaging this person to be borne by you.

A full copy of the InterCare Training Assessment Appeal Policy will be supplied on request.

Completed *Assessment Appeal Forms* should be marked “CONFIDENTIAL” and sent in a sealed envelope to the following address:

The Complaints Officer
 InterCare Training
 PO Box 139, Noble Park, VIC 3174

Name	DOB
.....	
Phone:	
.....	
Email:	
.....	
Course enrolled:	Start Date:
.....	

Complete the following to indicate the decisions against which you wish to appeal.

<i>Unit code and title</i>	<i>Summary of the reasons for your appeal</i>	<i>Office Use Only</i>	
		<i>Assessor comments</i>	<i>Assessment Decision</i>



Office Use Only

Complaints Officer

Date received: ____________

Has the allocated Manager been notified? Yes No

Has this Appeal been recorded in the Complaints Register Yes No

Signature

Training Manager

Date received: ____________

Has the assessment decision been reviewed? Yes No

Has the original assessment decision been upheld? Yes No

If no, what further action is required?

Has the above action been taken? Yes No

Has the student been notified of the outcome of the Appeal? Yes No

Has the Validation Register been updated? Yes No



Sign only when fully
resolved

Signature

9 INTERNAL REFERENCE NUMBER

ITSF1.59