

## ASSESSMENT APPEALS POLICY

### 1 PURPOSE

To ensure that the principles of natural justice and procedural fairness are adopted at every stage of the appeal process and where a student feels that these principles have been disregarded they are able to have the decision reviewed. The appeals process also serves to provide opportunities for improvement in the training and assessment services offered by InterCare Training and increased satisfaction of students.

### 2 SCOPE

This policy/procedure applies to all InterCare employees.

### 3 LEGISLATIVE AUTHORITY

- SNR 2015

### 4 POLICY STATEMENT

Any student may submit a formal appeal against their assessment decision with the reasonable expectation that it will be treated with integrity and fairness. There is no cost for an appeal that is dealt with internally by InterCare Training.

Appellants have the right to access advice and support from independent external agencies /persons at any point of the complaint and appeals process. Use of external services will be at the appellant's costs unless otherwise authorised.

All Assessment Appeals whether submitted by Form or through the Complaints Officer, will be entered into the Complaints Register for monitoring by the Continuous Improvement Committee for corrective action to eliminate or mitigate the likelihood of reoccurrence.

All Assessment Appeals will be deemed as Moderation of an assessment and recorded in the Moderation Register.

### 5 PROCEDURE

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, you will need to complete an Assessment Appeals Form (available from our website) and submit it to the Complaints Officer.

The assessment appeals form should be received by the Complaints Officer no later than 5 ordinary business days after the completion of the assessment. Details of your appeal will be recorded in the Complaints Register and the appropriate Training Manager will be notified.

The General Manager (GM) 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 Training Manager does not hold sufficient expertise, an industry specialist trainer will form part of the review panel.

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. A record of the assessment appeal and outcome will be securely maintained on the student file and the Complaints Register.

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.

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 will be borne by the appellant.

## 6 RESPONSIBILITIES

### COMPLIANCE, MONITORING & REVIEW

General Manager

### REPORTING

General Manager

### RECORDS MANAGEMENT

General Manager

## 7 DEFINITIONS

N/A

## 8 RELATED LEGISLATION & DOCUMENTS

### RELATED POLICY DOCUMENT SUITE

- Assessment Appeals Form

### RELATED LEGISLATION AND SUPPORTING DOCUMENTS

N/A

## 9 INTERNAL REFERENCE NUMBER

ITSPS1.36