

Document Number	POL	NAT	INS	0022
Next Review Date	July 2022			
Document Owner	GM – People and Performance			

ASSESSMENT APPEALS HANDLING POLICY

1 Purpose

The purpose of this policy is to provide guidance for the WesTrac Institute’s management of an assessment appeal to ensure procedural fairness and transparency. The WesTrac Institute endeavours to provide a high professional standard during the assessment process. The WesTrac Institute acknowledges that at times a student may be dissatisfied or disagree with an assessment decision.

2 Scope

An assessment appeal is an application by a student who is enrolled at the Institute and undertaken an Institute assessment event. It excludes assessments which are undertaken whereby a third party provider has been engaged.

3 Policy Statements

The grounds for lodging an assessment appeal are:

- The judgement/outcome has been made incorrectly,
- The judgement did not include procedural fairness
- The judgement was not made in accordance with the assessment plan, or
- The assessment event was conducted prior to the completion of training and/or not aligned to the requirements of the unit of competence

3.1 Early resolution of appeals

In all cases, that are the source of dissatisfaction or disagreement, these should be resolved at the time they occur between the persons involved. It can often be the case that a student’s decision to make an appeal can be avoided by effective communication and consultation the time an assessment outcome is made and feedback provided.

3.2 Relationship to continuous improvement

Often, the appeals handling process will expose weaknesses in the assessment process that can flow into identifying improvements, which are to be recorded and managed in the continuous improvement system.

4 Further Information

All employees, contractors and students who require further information or need clarification of anything contained in this Policy should contact the WesTrac Institute Manager

5 Accountabilities

Compliance to Policy	All WesTrac Institute Employees and Students
Implementation & Review	WesTrac Institute Managers
Approval of Policy	General Manager – People and Performance
Monitoring	Compliance Advisor

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Interpretation and Advice

WesTrac Institute Managers & Compliance Advisor

6 Related Documents

This Policy should be read in conjunction with the WesTrac Institute Policies and Procedures, along with WesTrac Institute Forms and Documents.

This policy should be read in conjunction with the following legislative or compliance guidelines (if required):

Title	Description
Standards for RTO's 2015	ASQA has developed this Standards Guide to assist RTOs to understand their obligations under the revised <i>Standards for RTOs 2015</i> .
Smart and Skilled Contract Terms and Conditions	Funding contract terms and conditions for Training Services NSW

Document Number	Title
PCD-NAT-INS-0012	Assessment Appeals Handling Procedure
FTT-NAT-INS-0015	Complaints / Grievance and Assessment Appeals Form
FTT-NAT-INS-0016	Complaints / Grievance and Assessment Appeals Register

7 Definitions and Abbreviations

The following definitions and abbreviations are used throughout this Policy:

Term	Definition
RTO	Registered Training Organisations
ASQA	Australian Skills Quality Authority

8 Document Amendment History

Revision	Date	Description	Prepared By	Reviewed By	Approved By
1.0	19/05/2017	Created, Ready for review	RW	MM & SP	MM & SP