

## **5.13 Academic Appeal Policy**

### **Policy**

Candidates are entitled to formally appeal the outcome of the assessment decision by completing the Academic Appeals Form, stating their case and providing as much detail as possible, and submit this to the RTO Manager either by email or post.

Candidates are to include the following information:

- Submission date of appeal
- Name of appeal;
- Nature of appeal;
- Supporting documentation regarding their assessment outcome
- Attachments (if applicable)

The Academic Appeals Form is available on the website at [www.challengeemployment.org.au](http://www.challengeemployment.org.au) or [www.blueprint.org.au](http://www.blueprint.org.au) (as applicable) can be sent to a candidate on request.

### **Academic Appeals Register**

Once the Academic Appeals Form is received the details are recorded on the Academic Appeals Register which is reviewed and maintained by the RTO Manager. Information recorded on the Academic Appeals Register includes:

- A specific appeal number
- Submission date of the appeal
- Name of the appeal
- Description of the appeal
- Determined resolution (outcome)
- Date of outcome

### **Processes of Appeal**

The RTO Manager will seek details from the Assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another Assessor appointed.

The Candidate will be notified in writing of the outcome with reasons for the decision, and the 'Academic Appeals Register' updated. The Candidate will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The Candidate is required to notify the relevant RTO in the YUPI Group if they wish to proceed with the external appeals process.

### **External Appeals**

If not satisfied with the decision in either the formal academic appeals procedures, the Complainant may request that the matter be further reviewed by an external dispute resolution process, by the body appointed by RTOs in the YUPI Group for that purpose.

The details of this external body are as follows:

If, after the relevant RTO in the YUPI Group internal academic and appeals processes have been completed, the Complainant still believes an RTO in the YUPI Group is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the online complaint form: <https://rms.asqa.gov.au/registration/newcomplaint.aspx>

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