

RTO-1010
ASSESSMENT APPEALS POLICY



PEER VEET strives to provide excellent service to its students, and seeks to prevent occurrence of appeals by ensuring that students are fully prepared for assessment. This is achieved by way of monitoring participation and ensuring the assessment item in question has been authenticated as the work of the student, by asking the student to acknowledge the work is his/ her own work or by activities being undertaken under supervision by the Trainer. PEER VEET appreciates that there still may be occasions when a student experiences dissatisfaction, disconnect or resentment about an assessment process and or outcome. This assessment appeals Policy is to address such an outcome.

The Assessment Appeals policy and procedure is committed to and guided by the principles of assessment. The principles of assessment include and are outlined in the Standards for Registered Training Organisations (RTOs) 2015:

- **FAIRNESS:** Where the student needs have been considered in the assessment process. This includes, where appropriate, the application of reasonable adjustments within an assessment process, and provides the student with information on the assessment process and the ability to challenge the assessment result and be reassessed if necessary
- **FLEXIBILITY:** The assessment flexibility includes the following criteria
 - Reflecting the students' needs
 - Assessing the competency held by the student no matter how and where acquired
 - By using a range of assessment methods that are appropriate to the context of the competency and the associated assessment requirements and the student
- **VALIDITY:** Any assessment decision of the RTO is justified based on evidence of performance by the student. Validity requires, but is not limited to the following:
 - Assessment against the competency and associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance
 - Assessment of knowledge and skills is integrated with their practical application
 - Assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in similar situations, and
 - Judgement of competence is based on evidence of the student's performance that is aligned to the units of competency and associated assessment requirements
- **RELIABILITY:** A student's evidence of competence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment

Any assessment appeal will be treated seriously, sensitively and impartially. The student should be confident that there will be no negative consequence, and that the procedures followed will be seen as fair by everyone involved.

The assessment appeal outcome granted by an assessment review will be officially recognised as the final result for that assessment

Confidentiality will be strictly observed by all participants and at all stages of the assessment appeals process.

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At all times PEER VEET will ensure the privacy of the parties involved in an appeal as much as practically possible, to minimise the grounds of possible defamation action and to facilitate a positive appeal resolution process.

For more information on privacy please refer to ***CORP-1100 Privacy Policy***

Glossary:

Assessment: means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that a student can consistently perform to the standard required in the workplace, as specified in a training package or VET accredited course

Appeal of assessment: The process of appealing against an assessment outcome decision that was made

Assessor: Are persons who assess a student's competence in accordance with Clause 1.13 to 1.16 of the Standards for RTO's 2015

CEO: Chief Executive Officer

Competency: Means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Confidentiality: The process of ensuring that the privacy of the parties involved in the complaint is protected as much as practically possible.

GTO: Group Training Organisation

Mediator: A person who assist parties in their dispute while staying impartial to any party involved

PEER VEET: Plumbing Electrical, Electronic and Refrigeration, Vocational Education Employment and Training Incorporated

RTO: Registered Training Organisation

Student: Means a person being trained and or assessed by the RTO for the purpose of issuing AQF certification documentation

Victimisation: The act or acts of treating someone unfairly due to the fact they have made a complaint and or appeal

POLICY DETAILS

PEER VEET is committed to implementing an effective and transparent appeal policy and procedure that, where possible, is managed promptly and involving all necessary parties. It focuses on a rapid re-establishment of good working relationships and positive outcomes.

This policy is in accordance with the following:

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- Training Skills and Development Act 2008
- Standards for Registered Training Organisations 2015 (Standard 6.1 – 6.6)

RIGHT TO APPEAL

If a student disagrees with an assessment outcome or process, he/she may commence the Assessment Appeals process.

A student has a right to appeal against a decision made in regards to their final assessment result if:

- The student has been assessed as Not Yet Competent (NYC) in an assessment against a specific Competency outcome
- The student feels they have sufficient evidence entitling them to be assessed as competent (CA) or granted recognition of prior learning (RPL) (if applicable)
- The student is able to adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of the units the student is appealing against

Responsibilities

All parties involved in an appeals process should ensure that discussions are limited to the details of the appeal and that they act within their role in using the Assessment Appeals Procedure. It is expected that all parties maintain confidentiality.

Students should:

- Be familiar with the Appeal Procedure
- Only make genuine and accurate appeals.
- Provide formal appeals in writing using the **Customer Complaints and Appeal Form CORP-0010** in a clear and concise manner

PEER VEET Trainers have the responsibility to:

- Ensure confidentiality;
- Act within the constraints of legal obligations to disclose information;
- Ensure as far as possible that there is no victimisation of appellants, witnesses or anyone involved in the appeals process;
- Ensure that all appeals, where formal appeal resolution is sought, are forwarded immediately to the relevant Manager.

PEER VEET RTO Managers in addition to the above have the responsibility:

- To ensure accessibility of the Assessment Appeals policy and procedure to all PEER VEET staff and clients

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- To treat all appeals seriously and investigate as required
- To follow the principles of natural justice (The appellant is given the opportunity to be heard and respond to the issues, and the person making the decision is impartial, and can reasonably be seen to be so.)
- To ensure that feedback mechanisms are available to clients;
- To handle appeals in a respectful and mindful manner. Managers must stay objective and collect facts where possible, while ensuring confidentiality
- When the occasion arises act as a mediator
- To refer appeal to the CEO if the appeal cannot be resolved at this level.

CEO has the responsibility to:

- Provide Trainers and RTO staff with the opportunities for necessary training in regards to handling complaints within the organisations processes
- Respond to any complaint that cannot be resolved at the Managers level
- Refer students to other relevant governing bodies when required

Assessment appeals procedure

Step 1 (Informal appeal)

Raise matter directly:

Students by talking to your Trainer as soon as practical. At this stage the Trainer is required to resolve the appeal with the aim of a positive outcome for the student and PEER VEET

Step 2 (Formal complaint/appeal)

If you feel the Trainer has not resolved your appeal you may raise a formal complaint / appeal by completing a **Customer Complaints and Appeal form CORP-0010** or providing a written letter and forwarding to the Training Services Manager .

When raising a formal appeal use as much detail on the assessment and assessment conditions provided by the trainer at the time, to ensure the matter is dealt with appropriately. All written appeal and relating assessment documentation must be documented in a clear and concise manner.

All appeals of assessment decisions by the student must be done within 10 days of the student receiving the assessment outcome and feedback.

The **Customer Complaints and Appeal form CORP-0010** is available in any format upon request.



Step 3

You will receive acknowledgement of receipt of your written appeal within 5 business days.

Once the appeal has been acknowledged the appeal and its details will be documented on the ***Complaints Register CORP-0016***.

Step 4

The appeal will be investigated and you may be contacted for more information. Once an outcome has been reached, you will be advised. If it is decided that a review of the assessment is justified, the review process will start within 14 working days of the receipt of the appeal.

1. Paper and or computer-based assessments

The Principal Trainer of the relevant vocation will be advised that the relevant paper based or computer based assessment is to be submitted for re-marking and:

- Care is to be taken to ensure that this marking is undertaken by a qualified person other than the original assessor
- This re-mark is to be done in the absence of the student and
- The second Assessor is not to sight the original result notations or result forms used by the first Assessor

2. Practical Assessment

The Principal Trainer of the relevant vocation will be advised that the relevant assessment task is to be re-performed and:

- Care is to be taken to ensure that the reconstruction and demonstration of the practical activity is undertaken by a qualified person other than the original assessor and
- The second Assessor is not to sight the original result notations or result form used by the first Assessor

Where it is not possible for the practical activity to be fully re-constructed for one student, the student will be required to provide detailed information in regards to the steps within the practical activity such as to satisfy the second Assessor that competency has been attained.

On completion of the review of the assessment, the Assessor will submit the outcome to the Principal Trainer. The Principal Trainer will retrieve the first marking sheet and compare the outcomes. The Principal Trainer will compile a brief response report, addressed to the student, which will identify any changes made as an outcome of competency.

The Principal Trainer in conjunction with the Student Services Manager will discuss the report with the student, including the reasons for the findings.

Where PEER VEET considers that more than 60 calendar days are required to process and finalise the appeal PEER VEET will inform the appellant in writing including the reasons why more than 60 calendar days are required and provide regular updates to the appeal on the progress of the matter.

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Step 5

If your assessment appeal has still not been resolved it will then be forwarded onto the CEO. Alternatively we ask you to contact the CEO on

(08) 8348 1200

Step 6

If the matter is still unresolved or you wish to seek an external appeal of the resolution outcome, you may be referred to or you may contact the appropriate governing body for advice, Information or conciliation.

Students will be encouraged to resolve any complaint and or appeal through PEER VEETs existing complaint and appeal handling procedure.

Supporting governing bodies

WorkReady

Level 4, 11 Waymouth Street
Adelaide SA 5000
Infoline: 1800 506 266
Email: dsdworkready@sa.gov.au

The Office of the Training Advocate

Ground Floor West
55 Currie Street, Adelaide
Office hours:
Monday to Friday 8:30am - 5:30pm
Free Call 1800 006 488
This number is monitored after hours
Email: trainingadvocate@sa.gov.au
Website: www.trainingadvocate.sa.gov.au

Australian Skills Quality Authority (ASQA)

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

National Training Complaints Hotline

Phone: 13 38 73
Monday to Friday 8:00am - 6:00pm
Email: skilling@education.gov.au

Privacy Information:

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Office of the Australian Information Commissioner (OIAIC)

Free Call: 1300 363 992

If calling from outside Australia: +61 2 9284 9749

For assisted contact: <http://www.oaic.gov.au/about-us/contact-us-page>

Email: enquiries@oaic.gov.au

Fax: +61 2 9284 9666

RELATED POLICIES, PROCEDURES AND DOCUMENTS.

- CORP-011 Privacy Policy procedure
- CORP-016 Complaints policy and procedure
- CORP- 0010 Complaints and appeal form
- CORP-0016 Complaint register
- RTO-1009 Assessment policy

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Appeals Flow

