

Student /Candidate Appeal Process

STEP 1

Request that the assessor review decision; ask to reconsider and justify.

IF UNHAPPY ABOUT OUTCOME, MOVE ON TO STEP 2

STEP 2

Complete the Appeal Application form and forward it to the CEO as directed

Steps 1 and 2 must be completed within one week of notification of the assessment decision.

CEO will undertake an investigation to determine appropriate action to be taken by RTO.

This may include but is not limited to:

- interviewing of any people involved (eg: student/candidate, assessor, area specialist)
- requesting another assessor review case
- scheduling another assessment
- upholding or rejecting appeal at any stage

This will be completed within 3 weeks of lodgment of appeal

IF UNHAPPY ABOUT OUTCOME, MOVE ON TO STEP 3

STEP 3

Within one week after the appeal decision, request to nominate another RTO to arbitrate.

STEP 3 IS THE FINAL OPTION A STUDENT HAS

All appeal decisions and feedback will be provided in writing to the student/candidate.

Copies of all documentation will be attached to the student's/candidate's file.