

## 1. Purpose

Students have the right to appeal against the result they receive for any assessment.

## 2. Scope

This policy applies to all employees, volunteers, young people, visitors and individuals who access the services of Interskills and Partner Organisations.

## 3. Version Control

Date	Version	Notes
31/3/2015	v1.0	Implemented Policy
8/1/2016	v1.1	Updated to account for VTG
9/4/2018	v1.2	Update to Interskills nomenclature

## 4. Relevant Documentation

Name	Location / Link	Document Type
Student Handbook		
Assessment Appeal Form		
Assessment Appeal Meeting Notes		
Notice of Assessment Appeal Outcome		
Grievance Folder		
Grievance Report to the Annual General Meeting (2014)		
Student Folders		

Applicable Standard number	Details
6.2	The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf
6.3	The RTO's complaints policy and appeals policy: <ul style="list-style-type: none"> <li>a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;</li> <li>b) are publicly available;</li> <li>c) set out the procedure for making a complaint or requesting an appeal;</li> </ul>

	<p>d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and</p> <p>provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal</p>
6.4	<p>Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:</p> <p>a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and</p> <p>regularly updates the complainant or appellant on the progress of the matter</p>

VTG Funding Contract clause	Details
Schedule 1.5	The RTO must publish on its website its complaints and appeals process.

## 5. Policy detail

1. Learners have the right to appeal the outcome of any assessment.
2. Interskills has an Assessment Appeal Form.
3. The appellant will receive notice of the receipt of the Assessment Appeal Form
4. The appellant will receive notice of the outcome of the appeal
5. The appellant will receive notice should the appeal process take longer than 60 calendar days.
6. [Victoria:] The assessment appeal process will be placed on the RTO website (see Marketing Procedure for details)

## 6. Responsibilities

RTO Manager

## 7. Approvals

Document Type:	POLICY	
Document No.:	Assessment Appeal Policy v1.2.docx	
Dept/Group:	Interskills	
Revised date:	9/4/2018	
Document Approval:	Author	Approved
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