

Assessment Appeals

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Related Policies	TL002.01 Assessment Appeal Review Form TL002.02 Assessment Appeals Register TL006 Recognition Pathways TL013 Student Rights & Responsibilities PP005 Complaints Handling Policy Procedure OSS005 Records Management BM005 Continuous Improvement Register
Related Documents	Assessments Procedure Assessment Evidence Collection TL002.01 Assessment Appeal Form TL002.02 Assessment Appeal Register

The Mid North Coast Community College (the College) understands our obligation to implementing a Vocational Education and Training (VET) assessment that ensures all assessment, including recognition of prior learning, recognition of current competency and credit recognition complies with the assessment requirements of the relevant Training Package or VET Accredited Course; and is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

We protect the rights of students and are committed to providing quality training and assessment services and will take all necessary steps to resolve, fairly and expeditiously, any appeal it receives about an assessment outcome. It provides an avenue for all appeals to be addressed in a fair, efficient and confidential manner.

This policy outlines our approach to managing assessment appeals and ensuring students are aware of the steps to take if any concerns or grievances are raised.

1. PURPOSE

The intent of the College VET Assessment procedures are to ensure that assessment judgements associated with the College VET Training Products are consistently made on a sound basis; and validation of assessment judgements is carried out.

This policy and procedure applies to all MNCC VET trainer/assessors, including VET trainer/assessors

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engaged under contract and/or through third party arrangements, engaged to deliver VET delivering VET Training Products under the MNCCC's Scope of Registration.

2. SCOPE

This policy forms part of the College's Quality Management System and applies to all students, prospective students, employers, partnering organisations and all the College staff.

3. POLICY STATEMENT

The College maintains a supportive and fair training and assessment environment which extends to appeals on assessment and recognition decisions.

When managing and processing assessment appeals, the College will:

- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the process
- Make our policies publicly available
- Set out the procedure for requesting an appeal
- Ensure requests are acknowledged in writing and finalised as soon as practicable and
- Provide for review by an independent party at the request of the appellant if the processes fail to be resolved

The College informs all students of their right to appeal an assessment decision. Appellants must lodge appeals based upon the specified grounds for appeal using the **Assessment Appeals Review Form**. All appeals must be made individually.

All appeals will be taken seriously, resolved fairly, and treated with confidentiality by all staff members involved in the appeal process. Appellants will not be disadvantaged by making an assessment appeal.

The College will:

- Promote a culture that views an appeal as an opportunity to improve our organisation
- Address each appeal in an objective, equitable and impartial manner
- Manage appeals in accordance with the principles of procedural fairness, ensure that appeals are resolved promptly, sensitively and in complete confidentiality
- Ensure that the views of each appellant are respected and that any party to an appeal is not adversely affected
- Ensure that there is a consistent response to appeals

The College is committed to:

- Providing a safe environment for each person to make an appeal
- Ensuring that there are no negative consequences or retribution for any person who makes an appeal
- Supporting participation in the assessment appeal process of any person wanting to make an appeal
- Treating each person making an appeal in a manner that protects their privacy and respects confidentiality

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- Providing fair and timely resolution of appeals
- Keeping each person informed at all stages of the decision-making process concerning their appeal and the reasons for those decisions
- Informing each person of their right to complain to an external body
- Defining what appeals can be handled under this Policy Procedure
- Ensuring appeals are handled impartially, justly, confidentially and with the appropriate sensitivity
- Defining the responsibilities and rights of all parties
- Responding to its changing environment and adapt any systems, processes and approaches that may be identified as an issue as part of any complaint or appeal process

Students may lodge their appeals in writing using the **Assessment Appeals Review Form**.

Students are entitled to two (2) attempts at assessment. In most cases, the matter may be resolved by the Assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.

4. APPEALS PROCESS OVERVIEW

4.1 Lodging an Appeal – Acknowledgement

- Students are encouraged in the first instance to talk to the assessor who made the assessment decision within five (5) business days of receiving the result
- If the outcome is not resolved, then the assessment will be remarked by another, fully qualified and experienced, assessor. This will be completed within fourteen (14) business days of receiving the appeal
- If the appellant is still not satisfied with the assessment outcome, the appeal must be put in writing within five (5) business days using the **Assessment Appeals Review Form**. Supporting evidence must be provided

4.2 Investigation

- On receipt of the written appeal the Training Manager/CEO will arrange a meeting to discuss the appeal with the student and assessor individually. Students can elect to have a representative present. A record of the meeting is kept including the reasons for appeal and the agreed proposed solution
- Any investigation of matters raised is followed up with the student advised of the investigations outcome within fourteen (14) business days of the appeal being lodged
- The Training Manager/CEO will view the assessment tool to ascertain fairness, validity and reliability

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4.3 Reporting

- The Appellant will be advised of the outcome within fourteen (14) business days of the investigation being finalised. The findings of the investigation will be recorded in the **Assessment Appeals Register** and against the student’s profile.
- Where we consider more than 60 calendar days are required to process and finalise an appeal, we will inform the appellant in writing, explaining the reasons of the duration and ensure updates are provided on the progress of the matter.

4.4 Records Management

- If the matter is still unresolved, the Training Manager/CEO will seek a mutually agreed, independent mediation body to be assigned to examine the matter. The written decision of this body will be final and will be made within 60 days of the appeal first being submitted.

4.5 Record Keeping

- The College will maintain records of all appeals and their outcomes in the student management system.
- Appeals will be documented in the **Assessment Appeals Register** and reviewed as part of our commitment to continuous improvement.

4.6 Monitoring and Review

- Appeals will be monitored and reviewed regularly to identify potential causes. Regularities and common causes will be recorded on the **Continuous Improvement Register** and appropriate corrective action will be taken to eliminate or mitigate reoccurrence

4.7 Escalations

- If in the instance of the appeal not being resolved by the above processes, the appellant will also be informed of other avenues of appeal
 - i. The Australian Skills Quality Authority (ASQA) is the national regulator of training and assessment delivery - www.asqa.gov.au
 - ii. The relevant State Training Authority

5. VARIATIONS

The College reserves the right to vary, replace or terminate this policy from time to time.

6. DEFINITIONS

As defined in the Quality Management Strategy.

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