

Appeals Process Policy & Procedure

Purpose

This policy and procedure is to provide clear and practical guidelines that are fair and equitable in dealing with student assessment appeals.

Appeals can arise when a client is not satisfied with a decision that ABS Institute of Management (ABS) makes as a Registered Training organisation (RTO) or a third party providing services on its behalf. They can relate to assessment decisions, but they can also relate to other decisions, such as a decision to exclude a learner from a program.

Scope of Policy

This policy applies to all students/clients enrolled with or receiving services from ABS or any third party providing services on its behalf. A student may appeal against decisions relating to assessment within fourteen (14) days of the issuance of the assessment result.

Policy

ABS believes that a student, who is not satisfied with the assessment or a decision made has the right to raise a complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation whilst maintaining natural justice and procedural fairness.

ABS will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where this does not occur ABS acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. ABS seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

ABS will securely maintain records of complaints, appeals and their outcomes. Corrective action will be implemented to eliminate or mitigate the likelihood of reoccurrence.

Appeals Process

Should a student have an assessment appeal or wish to appeal of decision made, they will need to complete an Appeals Notification Form which can be accessed on our web-site under Forms & Templates via the Home Page. Once this has been received by ABS the appeals process will commence.

Procedure

1. The student should discuss the appeal/issue with their trainer to see if it can be resolved.
2. If no resolution is reached then the student should put the information relating to the appeal in writing via the Appeals Notification Form noted above.
3. The student should submit the appeal to the Operations Manager via our website or send to PO Box 4051, Victoria Park WA 6979. ABS will arrange a suitable interview time for meeting within seven (7) days.
The appeal will be brought to the attention of the Managing Director (MD) of ABS. Who will either deal with the issue personally or arrange for it to be dealt with by a management representative. A response and resolution should be reached within 7 days.
4. Should the issue still not be resolved to the student's satisfaction, ABS will make arrangements for an independent external facilitator to resolve the issue. The student will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 21 days.
5. All parties involved will receive a written statement of the outcomes, including reasons for the decision.
6. Where ABS believes the appeal will take in excess of 60 calendar days to process and finalise the appeal, the organisation will inform the appellant in writing, including reasons why more than 60 days are required. ABS will regularly update the appellant of the progress.

7. All documentation relating to complaints or appeals will be archived for audit purposes.
8. ABS's Managing Director will be personally responsible for the implementation and maintenance of the policy.

Supporting/Related Documents

Appeal Notification Form
Conducting Student Assessment Appeals Policy & Procedure (internal)
Appeal Review Form (internal)
Training & Assessment Policy & Procedure

Contact Information

ABS Institute of Management
PO Box 4051, Victoria Park WA 6979
Phone: 08 9355 5400
Website: <http://www.absinstitute.com.au>