



RTO No: 21488

ASSESSMENT APPEAL POLICY AND PROCEDURE

Trans-Plant Training Pty Ltd is committed to providing quality training and assessment services to all of its students, through encouraging and monitoring participation, and applying principles of assessment that are reliable, valid, flexible, fair, and sufficient. Although our intention is to mitigate the occurrence of appeals, we do understand that there may be occasions where a student is not satisfied with a training or assessment process or outcome. The Assessment Appeal Policy and Procedure has been created to address these concerns.

Appeals

Result from a student / client who is not satisfied with a decision that has been made, for example (competency assessment decisions)

Complaints

Result from a student / client that is not satisfied with the quality of service or training being provided, and will require discussions and actions to take place to resolve the issue.

ASSESSMENT APPEAL PROCEDURE

If a student wishes to appeal an assessment outcome or process, they are encouraged to first discuss their concerns with their trainer or assessor. Trans-Plant Training Pty Ltd administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

Students who are still not satisfied, and wish to appeal the assessment outcome can make a formal appeal to Trans-Plant Training Pty Ltd, by completing and submitting a Complaints and Appeals Form, which is included in the Student Handbook, Staff Handbook, and the Student page of Student page of Trans-Plant Training Pty Ltd.'s website. Once the form has been completed, the form should be submitted to the Office Manager for actioning.

If required, the student has the right to have a third party/support person assist them through the Assessment Appeals Procedure, this may be due to language barriers or simply at the students' request.

Trans-Plant Training Pty Ltd endeavours to ensure that the Complaints Procedure is:

- Explained well to the candidates before they join the course;
- Accessible, so you can address concerns by phone, electronically, or in writing;
- Fair and protect your rights;

- Free so you can lodge a complaint or appeal without charge;
- Handled in a manner that protects your privacy;
- Transparent, equitable, objective, and unbiased;
- Comprehensive so that it effectively resolves a variety of complaints, such as student dissatisfaction, Assessment outcomes, poor service, fraud, misconduct etc;
- Implemented effectively and efficiently to ensure complaints are resolved within an acceptable timeframe;
- Monitored, recorded, and reported to the appropriate people; and
- An input or trigger point to our continuous improvement process.

Following is the process for managing assessment appeals:

- Formal assessment appeal from the appellant is received by the Office Manager, including a completed and signed Complaints and Appeals Form.
- Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register
- A written acknowledgement of receipt of the Complaints and Appeals Form is forwarded to the appellant within 5 days of the Office Manager receiving it.
- The assessment appeal is discussed with all parties involved, to attempt to remedy the grievance in a way that is agreeable to all parties. The appellant has the right to have their version of events heard in the resolution negotiation, and have an independent mediator present.
- All Complaints and Appeals Forms are to be reviewed at the Trans-Plant Training Pty Ltd monthly Quality and Compliance Meetings, and processes on the Complaints and Appeals Form are to be actioned in accordance with the “Recommended Action” section of the form.
- Trans-Plant Training Pty Ltd will request an initial meeting with the appellant, within 10 working days of receipt of completed and signed Complaints and Appeals Form.
- Assessment appeals are investigated fairly and objectively, with details of the investigation provided in writing to the appellant. The details will state the outcomes and reasons for the decisions made.
- Where the appellant is not satisfied with the outcome, the matter may be referred to an independent mediator for review. The mediator will investigate the assessment appeal fairly and objectively, and detail the investigation in writing and reasons for the decisions made.
- The Office Manager will endeavour to resolve the assessment appeal to the satisfaction of both parties within 60 calendar days. If a resolution cannot be reached within 60 calendar days, the Office Manager will advise the appellant in writing of the delay, and regularly update the appellant on the progress of the matter.
- A copy of all documentation, in particular the assessment appeal and the outcome, is placed in the student’s file and Continuous Improvement Register, and improvements are to be identified and implemented according to the Policies and Procedures of Trans-Plant Training Pty Ltd.
- Where the resolution requires a documented change to Policies, Procedures or Forms, the Chief Executive Officer will affect the change, to ensure that the Procedure for document change is

followed, with the appropriate records made.

- In the event that an assessment appeal is substantiated, Trans-Plant Training Pty Ltd will take prompt and appropriate action to resolve the circumstances.
- Assessment appeals cannot be made anonymously, as ongoing discussion cannot take place to resolve the issue between both parties.
- Information submitted to a trainer or any staff member is treated with respect, and taken as an opportunity to improve Trans-Plant Training Pty Ltd.'s practices and Management System. Privacy and confidentiality requirements, and student/ individual rights are maintained.

Should the internal process be unsatisfactory, you can lodge a complaint to the:

- National Training Complaints Hotline (<https://www.education.gov.au/NTCH>) Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
Email Complaints: <https://www.education.gov.au/email-complaints>
- Office of Fair Trading (<http://www.fairtrading.nsw.gov.au>).
- Australian Skills Quality Authority (<http://www.asqa.gov.au/complaints/complaints.html>)

COMPLAINTS AND APPEALS FORM

The Complaints and Appeals Form is accessible from the Student Handbook, Staff Handbook, and the Student page of Trans-Plant Training Pty Ltd.'s website <http://trans-planttraining.com.au/student>. Appellants can also contact Trans-Plant Training Pty Ltd to obtain a copy of the form.

RELATED DOCUMENTS

F0450 Complaints and Appeals Form

Student Handbook

Staff Handbook