

## **APPEALS INFORMATION FORM**

Students use this process when they feel that their assessment outcome is not fair.

### **PHILOSOPHY**

Salford College maintains a supportive and fair environment, which allows training participants to appeal their assessments or recognition decisions within one week of being notified of the decision or within 2 weeks of the assessment date, whichever is longer. Appeals are ideally resolved as amicably as possible using this formal appeal process.

We will adhere to the *National Complaints Code* to respond to appeals of assessment about vocational education and the organisation itself. This means that our appeals process will be:

- Well publicised and explained;
- Accessible so you can lodge complaints by phone, electronically or in writing;
- Fair and protect your rights;
- Free so you can lodge a complaint 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.

### **APPEALS PROCESS**

Appeals must be submitted within two weeks of the original assessment decision being advised to the student.

#### **Step One:**

Discuss the assessment outcomes with the relevant Trainers/ Assessors.

If this does not resolve the matter, or if the Trainers/ Assessors is an active respondent to the appeal, then the appeal is put in writing using Appeals Information Form (Form 06) and submitted to the Head of Studies.

#### **Step Two:**

The Head of Studies records the Student's dispute on an Improvement Request (Form 13) and the dispute is recorded in the Register of Continuous Improvement (Form 18) by the Compliance Officer with written notification included on the student's file.

### **Step Three:**

The Administration Manager assembles the following information or documents for the appeal:

- Past Student record;
- Attendance registers;
- Assessment tools and assessment data; and
- Any other supporting documents.

### **Step Four:**

The appellant may deliver their own version of the problem and request a support person be present.

The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals that are found to be proven (ie against the College) must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again.

### **Step Five:**

If this does not resolve the matter, the appeal may be heard by the Chief Executive Officer who is considered an independent mediator. The appellant may deliver their own version of the problem and request a support person be present.

**NOTE: If the decision of Chief Executive Officer is deemed unacceptable to the Student, Independent Conciliator in the Department of Education Services may be used.**

The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals that are found to be proven (ie against the College) must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again.

### **Step Six:**

The submission and the final outcome of the appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made. A copy of the communication is placed in the student file.

No further appeal mechanism exists beyond this point in the process.

### **Step Seven:**

The submission and the final outcome of the appeal must be recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made.

## APPEALS FORM

Name	<input type="text"/>		
Student ID No.	<input type="text"/>	Date of Incident	<input type="text"/>
Address	<input type="text"/>		
Suburb	<input type="text"/>		
State	<input type="text"/>	Postcode	<input type="text"/>
Home phone	<input type="text"/>	Mobile phone	<input type="text"/>
Course	<input type="text"/>		

Describe the nature of the appeal

Signature	<input type="text"/>	Date	<input type="text"/>
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### Office Use Only

Detail Action Taken

Improvement Request Raised:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date IR Raised	<input type="text"/>
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IR Raised by	<input type="text"/>
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Signed	<input type="text"/>	Date	<input type="text"/>
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IR Received by the Compliance Officer	<input type="checkbox"/> Yes <input type="checkbox"/> No	Allocated IR N°	<input type="text"/>
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Signature of the CEO	<input type="text"/>	Date	<input type="text"/>
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- Is the appeal noted on the register -
- Is the outcome noted on the register-