

## APPEAL ASSESSMENT RESULTS POLICY (IN ACCORDANCE WITH h&h REGULATIONS)

### Scope:

This policy has been developed to protect the interests and reputation of h&h Accredited Training ('the business') and states that every student has the right to appeal against any assessment result.

The appeal process consists of either, getting the assessment re-marked, demonstrating (with evidence) why the student should be procuring another result; or completing the appeal form to have the assessment marked by another trainer/assessor.

### Purpose:

The policy that has been implemented by h&h Accredited Training aims to promote fairness and equity. If a student feels in any way that they have not been treated in a fair and equitable manner by the trainer, in marking their assessments, they should seek an appeal.

On occasion, a student may disagree with the academic decision of a trainer or assessor; in these instances, the college has an appeals process for the student to apply for reconsideration of a decision.

### Guidelines:

**Appeals** are petitions to change a decision rendered about a training matter.

The basis for a student's appeal of an academic decision may be either that the trainer/assessor's judgement was unfair, in the view of the student; or, that the college's assessment policies were applied inaccurately.

**Students** are responsible for reviewing and following the college's training policies and procedures. Students are responsible for their training choices and for meeting the standards of performance established for each course in which they enrol.

When a student lodges an appeal against an assessment decision, they **must not** submit any additional or altered evidence that would support their appeal. *All assessment decisions are based on the original evidence submitted by the student.*

All students have the right to be accompanied by another party, during the internal appeal process. However, it should be noted that any costs associated with this third party is the responsibility of the student.

All students must advise h&h within 10 working days, of receipt of their appeals result, of their acceptance of the outcome, or if they wish to seek an external review.

Should the appeal not have a resolution, the college can make arrangements for an external review.

**Trainers and assessors** are responsible for establishing methods and criteria for evaluation, and then evaluating a student's performance in learning, examinations, prior learning assessments, etc.

Evaluations of the student, recognition of credits and other academic judgements are based upon academic performance and the application of relevant policies.

Assessments reviewed by the trainer/assessor will have an outcome response to the student within 60 calendar days, following the date the appeal is received.

h&h will:

- a) inform the complainant or appellant in writing, including reasons why 60 calendar days are required*
- b) regularly update the complainant or appellant on the progress of the matter (Ref: RTO Standards, Standard 5, Clause 5.2.4 and 6, Clause 6.4)*

h&h has an Appeal Assessment Form, which the student needs to complete, to be able to submit their concerns to the college. It should be noted there is no cost, to the student, for submitting an appeal.

Academic judgements made by trainers and assessors are recorded in college documents and kept on file.

**Related Legislation/Guidelines:**

- Standards for Registered Training Organisations (RTOs) 2015

Version Dates	Policy Version 1 approved 20 November 2011 / Policy Version 2 approved 9 November 2012 Policy Version 3 approved 11 September 2013 / Policy Version 4 approved 15 April 2016 Policy Version 5 approved 31 August 2017 / Policy Version 6 approved 13 March 2018 Policy Version 7 approved 16 June 2020
Review Date	Version 7 will be reviewed as policies are updated
Approved by	CEO: Susan Ellis Hill General Manager: Kate Lovett
Relevant to	All staff; trainers and assessors; students

**Risk Rating (Please highlight the appropriate risk level):**

5 = High Risk

4 = Medium Risk

**3 = Medium to Low Risk**

2 = Low Risk

1 = Very Low Risk or N/A