

Appeal Against Assessment Decisions

This document forms part of the Integrated Quality Management System

PROCEDURE:

1. Authority

PARASOL Quality Management System

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Table of Contents	Page
1. Authority.....	1
2. Purpose & Scope.....	2
3. Definitions.....	2
4. Accountabilities.....	2
5. Procedure Requirements.....	3
5.1 Participant Lodges Appeal	
5.2 RTO Response	
5.3 Arbitration	
6. Related Documents & References.....	3
7. Superseded Documents Table.....	3

2 . Purpose and Scope

The purpose of this Procedure is to describe the arrangements of participant rights to appeal against an assessment decision in line with AQTF standards.

3. Definitions

All terminology in this procedure is taken to mean the generally accepted or dictionary definition.

4. Accountabilities

The Chief Executive is accountable for this procedure. Accountability includes authorising the procedure, monitoring effectiveness and performing a formal document review.

Direct reports to the Chief Executive are accountable for ensuring the requirements of this procedure are implemented within the area of responsibility.

5. Procedure Requirements

- 5.1. Participant must lodge appeal within 28 days of the initial assessment
 - 5.1.1. Participant approaches the original Assessor requesting explanation of assessment results
 - 5.1.2. Formal request made in writing outlining the reasons for the appeal
- 5.2. PARASOL must respond within 28 days of receipt of written appeal
 - 5.2.1. Appeal forwarded to RTO Quality and Compliance Officer
 - 5.2.2. RTO Quality and Compliance Officer to investigate and report findings/recommendations to CEO.
 - 5.2.3. RTO Quality and Compliance Officer to communicate with participant to present findings/recommendations.
 - 5.2.4. If participant wishes to pursue the appeal, a suitably qualified, independent assessor is to be appointed to arbitrate.
- 5.3. Arbitration
 - 5.3.1. If after arbitration the matter is still unresolved the participant is to be referred to the relevant Training Authority

6. Related Documents & References

Assessment Answer Sheet
Complaints and Appeal Policy
Recognition of Prior Learning Procedure
Student Handbook
pre enrolment information on PARASOL website
RTO Standards

7. Superseded Documents

Appeal Against Assessment Decision Procedure	1.4	07/02/2011
Appeal Against Assessment Decision Procedure	1.5	30/06/2012
Appeal Against Assessment Decision Procedure	2.0	30/09/2014
Appeal Against Assessment Decision Procedure	2.0	17/02/2016
Appeal Against Assessment Decision Procedure	3.0	17/02/2018
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