



TYPE OF DOCUMENT:	POLICY
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POLICY STATEMENT

Perth Boat School allows for students to appeal against assessment decisions is in accordance with the framework for Competency Based Training and Assessment.

Perth Boat School acknowledges that students have the right to appeal an assessment decision, where they feel they have appropriate grounds.

Perth Boat School will ensure that clients have access to a fair and equitable process for lodging an appeal against an assessment decision.

Perth Boat School will process the appeal in a fair and equitable manner.

In doing so, Perth Boat School will:

- * have written procedures in place for collecting and dealing with appeals in a constructive and timely manner;**
- * ensure that these procedures are communicated to all staff, consultants and clients;**
- * ensure that all necessary procedures, relevant documentation and resources are in place to enable clients to submit an appeal;**
- * ensure that each appeal and its outcome are recorded in writing;**
- * ensure that each appeal is heard by an independent person or panel;**
- * ensure that each appellant has the opportunity to formally present his or her case;**
- * ensure that each appellant is given a written statement of the appeal outcomes, including reasons for the decision; and**
- * take appropriate action upon the subject of any complaint that is found to be substantiated.**



APPEALS

1.0 INTRODUCTION

Perth Boat School is committed to providing quality training and assessment in accordance with the Australian Quality Training Framework (AQTF). As such, Perth Boat School is required to have appropriate processes and procedures in place for dealing with appeals against assessment outcomes.

2.0 PRINCIPLES:

The following principles underpin this policy.

- 2.1.1 Perth Boat School ensures that students have access to a fair and equitable process for appeals against assessment decisions, which affects the participant's progress. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF), in accordance with the Australian Quality Training Framework (AQTF).
- 2.1.2 Participants have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated or dealt with during an assessment and where they feel the assessment decision is incorrect and they have grounds for an appeal.
- 2.1.3 Every appeal will be heard by a suitably qualified independent assessor or panel from another organisation, who will be asked to make an independent assessment.
- 2.1.4 Perth Boat School charges a fee for the appeals process.
- 2.1.5 Every effort is made by Perth Boat School to ensure the appeal is resolved in a timely manner.
- 2.1.6 All appeals will be treated with confidentiality and will in no way be detrimental to the appellants.
- 2.1.7 All appeals must be lodged within 14 days of the date of the assessment result notification to the student.

2.2 Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the student feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.



2.3 Appeal Outcomes

Appeal outcomes may include:

- Appeal is upheld; in this event the following options will be available
 - The original assessment shall be re-appraised
 - A new assessment shall be conducted
- Appeal is rejected

3.0 SUPPORTING DOCUMENTATION

PERTH BOAT SCHOOL documentation which supports the implementation of this Policy includes:

- F03_01 Appeals Lodgement form
- F03_02 Appeals Progress form
- Appeals Register Spreadsheet



4.0 PROCEDURES :

APPEALS

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Preliminary Action

- 1 If the student is unhappy with the assessment decision they should first seek to discuss with decision and options with the Director to determine and fully understand the reasons for the decision.
- 2 The Director will discuss with the student, specific feedback on their performance, identify areas of improvement, and provide options to students such as further training and/or assessment.
- 3 The Director must advise students of their right to appeal the decision referring them to the Appeals policy.

Step One - Lodgement of Appeal

- 1 The student may lodge an appeal in writing using the “**F03_01 Appeals Lodgement form**”. This form must be submitted within 14 days of the date of assessment result notification.
- 2 The Appeals lodgement form must clearly state the grounds for appeal and should include sufficient evidence to support the claim.
- 3 On receipt of the appeals application, the Director will acknowledge receipt of the claim, in writing, to the appellant within two working days, this may be via email, letter or fax.
- 4 The Director will update the “Appeals register”
- 5 The Director will make a note on the student’s student file regarding the Appeals application.
- 6 The Director will commence an Appeals file, which will remain in place until the appeal is resolved. After which time all appeal documentation will be placed on the student file.

Step Two – Processing of the Appeal

- 1 The Director will nominate, within five working days, an independent assessor or panel to review the appeal and make a determination.
- 2 The appellant is advised in writing of the name of the independent Assessor or panel.
- 3 The appeals claim is reviewed and investigated by the independent assessor /panel which may include:
 - A review of the application form and supporting evidence
 - A review of all assessment documentation and process
 - An interview with the student to allow them the opportunity to formally state their claim
 - An interview with the Director.



- 4 The independent assessor /panel will determine the appeal outcome, and provide an explanation to justify their decision.
 - 5 The independent assessor /panel will advise the Director Perth Boat School and the appellant of the appeals outcome, in writing, within 10 working days.
 - 6 The Director Perth Boat School will record the appeals outcome on the Appeals register and place the written notification on the appeals file.
 - 6.1 If the appeal is upheld, and Perth Boat School is satisfied with the outcome, the Director Perth Boat School will finalise the appeals documentation, place all documentation on the student's file, update the appeals register and progress documentation for the issuance of a Statement of Attainment or qualifications, as appropriate.
 - 6.2 The appeals file is closed, with all documentation being placed on the student file.
 - 6.3 If the appeal is upheld and Perth Boat School is not satisfied with the outcome, the Director Perth Boat School will file a complaint with the Training Accreditation Council, as per TAC procedures. (See step five)
- ** For full details of the TAC process for complaints resolution see the TAC website:
http://www.tac.wa.gov.au/Thinking_Reg_Complaints.html
- 6.4 If reassessment is recommended, progress to step three.
 - 7 If the appeal is rejected, the Director Perth Boat School will notify the appellant in writing of their right to further progress the appeal to the Training Accreditation Council. (See step five)
 - 8 Director Perth Boat School will ensure that the subject, policy and procedures relating to any substantiated Appeal is reviewed and progressed through continuous improvement processes, as appropriate.

Step Three - Reassessment

- 1 The Director of Perth Boat School will arrange for the appellant to be re-assessed and inform the appellant of the details regarding the re-assessment, in writing, in accordance with Perth Boat School's assessment processes.
- 2 The Director of Perth Boat School will place a copy of the re-assessment correspondence on the appeals file.
- 3 An independent assessor will conduct the re-assessment, where possible.
- 4 The appellant may refuse to be reassessed, in which case progress of the appeal to the Training Accreditation Council is up to the appellant.
- 5 If the re-assessment is to be conducted, the appellant has the option to nominate an independent observer.
- 6 The independent assessor will determine the assessment outcome against the competencies.
- 7 The assessor will complete an assessment checklist and all relevant assessment documentation, (in accordance with the Assessment policy) notifying the appellant and the Director of Perth Boat School of the outcome, in writing.



- 8 If the appellant is dissatisfied with the result or the process of the appeal, the appellant may lodge a complaint with the Training Accreditation Council, in writing. (See step five)

Step Four – Finalisation of appeal

- 1 If the appellant is satisfied with the outcome of the appeal, the Director of Perth Boat School will finalise the appeal by:
- Completing all appeals documentation;
 - Closing the appeals file and placing appeals documentation on the student file;
 - Update the appeals register.

Step Five – Referral To Training Accreditation Council (TAC)

- 1 The TAC will review, investigate and mediate the complaint with all relevant parties and make a ruling.
- 2 Perth Boat School will abide by any resolutions as recommended by the TAC.

** For full details of the TAC process for complaints resolution see the TAC website:
http://www.tac.wa.gov.au/Thinking_Req_Complaints.html