

## APPEALS PROCEDURE

Encourage Training College Appeals Procedure	
<b>PURPOSE</b>	This process serves as the guide and reference document for the Appeals handling of Encourage Training College. Changes to this procedure must only be made upon the approval of the Training Manager or CEO.
<b>ROLE UNDERTAKING TASK</b>	Training Team/Management
<b>DOCUMENT UPDATE</b>	09 December 2019

STEP 1 – Initial Review of Appeal		
No.	Who	Actions
1.1	<b>Student</b>	a. If the student is unhappy with the assessment decision they should first seek to discuss the decision and options with the Trainer and Assessor, to determine and fully understand the reasons for the decision.
1.2	<b>Trainer and Assessor</b>	b. With a view to resolving the matter, discuss with the Learner: <ol style="list-style-type: none"> <li>1. Give specific feedback on their performance,</li> <li>2. Identify areas of improvement, and</li> <li>3. Provide options to the learner such as further training and/or assessment.</li> </ol> c. If the matter is successfully resolved, identify if there are areas of improvement and log any identified improvement opportunity in the Continuous Improvement Register d. If the matter is not resolved, advise learner of their right to appeal the decision referring them to the Complaints and Appeals Policy in the website or Student Handbook e. Provide Learner with access to the Appeals Lodgement Form
STEP 2 – Lodgement of Appeal		
No.	Who	Actions
2.1	<b>Student</b>	a. Lodge the appeal in writing using the Appeals Lodgement Form as soon as possible b. Student will receive a confirmation email that the appeal was received and that the Encourage Training College staff will be in touch once the form is lodged.

2.2	<b>Amin Staff</b>	<ul style="list-style-type: none"> <li>c. Once the appeal is lodged Admin Staff will receive an email notification that an appeal was lodged</li> <li>d. Update the student record in the SMS by creating a note and nature of appeal</li> </ul>
2.3	<b>TRAINING MANAGER / CEO</b>	<ul style="list-style-type: none"> <li>e. Once the appeal is lodged the TRAINING MANAGER will receive an email notifying that an appeal was lodged</li> <li>f. Conduct a participative review of the appeal lodged</li> <li>g. If needed, assign stakeholder(s) / Encourage Training College staff independent to the appeal to resolve matters within timeframes.</li> </ul>
<b>STEP 3 – Processing the Complaint</b>		
No.	Who	Actions
3.1	<b>Training Manager / CEO / Assigned Staff</b>	<ul style="list-style-type: none"> <li>a. Communicate with the appellant and request for additional evidence if required.</li> <li>b. Aim to resolve the complaint as quickly as possible and within 30 days from the time action item was assigned or within timeframe specified by the TRAINING MANAGER. Actions which may be taken may include but are not limited to:               <ul style="list-style-type: none"> <li>1. Review of the application form and supporting evidence.</li> <li>2. Review of all assessment documentation and process.</li> <li>3. Interview with the appellant to allow them the opportunity to formally state their claim.</li> </ul> </li> <li>c. Determine the appeal outcome and provide an explanation to justify the decision</li> <li>d. Communicate with the student every time actions are taken and decisions once appeal has been resolved.</li> <li>e. If the outcome involves re-assessment proceed to Step 4</li> <li>f. If the outcome does not involve re-assessment proceed to Step 5</li> </ul>

STEP 4 – Conducting Re-Assessment		
No.	Who	Actions
4.1	<b>TRAINING MANAGER / CEO/ Staff</b>	<ul style="list-style-type: none"> <li>a. Arrange for the re-assessment and inform the appellant of the details in writing, in accordance with assessment processes.</li> <li>b. Update appeal register</li> <li>c. The appellant has the option to nominate an independent observer to be present during the re-assessment.</li> <li>d. Conduct the re-assessment.</li> <li>e. Determine the assessment outcome against the competencies.</li> <li>f. Complete all relevant assessment documentation, notifying the appellant and the <b>TRAINING MANAGER</b> of the outcome, in writing.</li> <li>g. If the appellant refuses to be re-assessed or is dissatisfied with the result or the process of the appeal, the appellant may lodge an appeal with External Arbitrator. (<i>See Step 6</i>)</li> </ul>
4.2	<b>Admin Staff</b>	<ul style="list-style-type: none"> <li>h. Update the learner file in the Learning Management System</li> <li>i. Place a copy of the re-assessment correspondence on the Learner file</li> </ul>
STEP 5 – Finalising the Complaint		
No.	Who	Actions
5.1	<b>TRAINING MANAGER/ CEO / Assigned Staff</b>	<ul style="list-style-type: none"> <li>a. Supply the appellant with the appeals outcome in writing once outcomes are completed.</li> <li>b. Record all communication and documents related to the resolution actions in the Complaints and Appeals Register</li> <li>c. Assign the Admin Staff to update the student record SMS</li> <li>d. Lodge continuous improvement opportunities in the Continuous Improvement Register</li> </ul>
5.2	<b>Admin Staff</b>	<ul style="list-style-type: none"> <li>e. Update the student record in the student management system with appeals resolution outcome</li> <li>f. Place all documentation from appeals file onto student file.</li> </ul>

5.3	<b>TRAINING MANAGER / CEO</b>	<p>g. Monitor the learning environment to ensure that the behaviour/incident does not re-occur.</p> <p>h. Discuss appeals, action items and communications during Management Meeting or Continuous Improvement Meetings</p>
<b>STEP 6 – Referral to External Arbitrator</b>		
No.	Who	Actions
6.1	<b>TRAINING MANAGER / CEO / Assigned Staff/ Student</b>	<p>a. Contact and engage the External Arbitrator for a review of the appeal, providing all relevant documentation.</p> <p>b. Cooperate with External Arbitrator for a review of the complaint.</p>
6.2	<b>External Arbitrator</b>	<p>c. Review, investigate and mediate the appeal with all relevant parties and make a ruling.</p> <p>d. Prepare a formal written report on the investigation, providing a copy to both the CEO of <b>Encourage Training College</b> and complainant.</p> <p>e. <b>Encourage Training College</b> will abide by any resolutions as recommended by the External Arbitrator.</p>
6.3	<b>TRAINING MANAGER / CEO / Assigned Staff</b>	<p>f. If the complaint is upheld, abide to the resolution decided on and proceed to step 5.1.</p> <p>g. If not upheld, inform student in writing that the original decision is to stand and proceed to step 5.1</p>

## VERSION CONTROL

Version Control Table			
Date	Summary of Modifications	Modified By	Version
18/06/2019	Document creation	360RTO	v.1.0
09/12/2019	Procedure customisation Updated address and phone number	ETC	v.1.1
14/07/2020	Email address and phone number updated	360RTO	v.1.2