

Assessment Appeals Policy

1. Purpose

JSW Training & Community Services (JSW) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations 2015 (SRTOs 2015). As such, JSW is required to have a policy and processes in place to manage requests for a review of assessment decisions.

This policy is based on providing and maintaining assessment services that are fair and reasonable and afford a forum where issues or inadequacies regarding assessment can be raised and resolved. The Assessment Appeals Policy provides opportunity for appeals to be recorded, acknowledged and dealt with in a timely manner.

The object of this policy is to ensure that JSW staff, act in a professional manner at all times and ensure that the principles of natural justice and procedural fairness are applied. This policy provides students with a clear process to register an appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

2. Policy Statement

JSW acknowledges that students have the right to appeal an assessment decision.

JSW has provision for students to appeal against assessment decisions. JSW ensures that students have access to a fair and equitable process for lodging an appeal against an assessment decision.

In doing so, JSW:

- has written processes in place for collecting and dealing with appeals in a constructive and timely manner;
- ensures that these procedures are communicated to all staff, students and are publicly available;
- ensures that each appeal and its outcome are recorded in writing;
- ensures that each appeal is heard by an independent assessor or panel free of bias;
- ensures that each appellant has the opportunity to formally present his or her case;
- ensures that each appellant is advised of progress and outcomes, including reasons for the decision, which are based on clear logic and evidence that is relevant, sufficient, current and authentic;
- takes appropriate action upon the subject of any appeal that is found to be substantiated to reduce the likelihood of reoccurrence; and
- utilises outcomes of appeals to review current practices which may potentially lead to continuous improvement.

3. Definitions

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

4. Policy Principles

4.1 Grounds for Appeal

Valid grounds for an appeal against an assessment decision:

- a) The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- b) Alleged bias of the assessor;
- c) Alleged lack of competence of the assessor;
- d) Alleged wrong information from the assessor regarding the assessment process;
- e) Alleged inappropriate assessment process for the particular competency;
- f) Faulty or inappropriate or lack of equipment; and/or
- g) Inappropriate assessment conditions.

4.2 Underpinning Principles

- a) Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- b) The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- c) The Assessment Appeals Policy is publicly available, via JSW Training & Community Services website.
- d) All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the student in any current or future training.
- e) All appeals must be lodged on the 'Appeals Lodgement Form' within seven (7) calendar days of the date of the assessment result notification to the student.
- f) Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- g) The appellant can provide detail of their appeal either verbally and/or in writing to the independent assessor or panel.
- h) All appeals are acknowledged in writing in the Appeals Register.
- i) Appellant is advised of outcome details in a timely manner.
- j) JSW Training & Community Services may charge a fee for the appeals process where an External Arbitrator is engaged. The Appellant will be responsible for payment of these costs, if appeal is successful a full refund will be made to the Appellant.
- k) **Informs the** appellant in writing, including reasons why more than 60 calendar days are required.

4.3 Appeal Outcomes

An investigation into an Appeal may result in one of the following outcomes:

- a) Appeal is upheld; in this event the following options will be available:
 - i. The original assessment may be re-assessed.
 - ii. Appropriate recognition will be granted.

- b) Appeal is rejected/not upheld; in accordance with JSW assessment policy the appellant will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. submit/undertake a new assessment.

5. JSW Training & Community Services Responsibilities

The CEO of JSW is the Appeals Resolution Officer. The CEO may delegate responsibility for the resolution.

Details concerning the Assessment Appeals Policy are included in the JSW staff induction process and provided on the JSW website.

6. Appeals Process

All appeals will be processed in accordance with the appeals flowchart – Annex A.

7. Records Management

All appeals paperwork is to be filed in the student file on closure of appeal.

8. Continuous Improvement

Training Manager and Compliance Officer are to ensure that the assessment tools, policy and procedures relating to any substantiated appeal is review and progressed through continuous improvement processes, as appropriate.

ANNEX A: Appeals Process



