

Assessment Appeals Policy

Contents

1. Purpose	2
2. Scope.....	2
3. Policy Statement	3
4. Definitions.....	3
5. Policy Principles	4
6. Grounds for Appeal.....	4
7. Appeal Outcomes	4
8. Responsibilities	5
9. Appeals	5
10. For students with a disability	6
11. Access & Equity	7
12. Records Management	7
13. Monitoring and Improvement.....	7
14. Publication.....	7
15. Related Policies & Documents.....	7
16. Policy Version and Revision Information.....	8
17. Appendix A: Appeals Process	9

1. Purpose

Kiama Community College Ltd (KCC) is dedicated to delivering high-quality training and assessment in alignment with the Standards for Registered Training Organisations (RTOs) 2015. Accordingly, KCC must establish a comprehensive policy and procedures to oversee requests for a review of assessment decisions.

KCC is committed to establishing a comprehensive assessment appeals policy that ensures adherence to the principles of natural justice and procedural fairness throughout the entirety of the appeal process.

This policy is founded on the principles of equitability and reasonableness in the provision and maintenance of training and assessment services. It aims to establish a platform where concerns or deficiencies regarding assessment can be raised and effectively addressed. The Assessment Appeals Policy is designed to facilitate the recording, acknowledgment, and resolution of appeals in a prompt manner.

The primary objective of this policy is to ensure that KCC staff consistently adhere to professional standards. It delineates a transparent process for students to initiate an appeal while ensuring that all involved parties are duly informed of ensuing actions and outcomes.

KCC establishes a process accessible to all individuals for lodging complaints and appeals regarding training and assessment. All complaints and appeals will be handled with fairness, equity, confidentiality, and professionalism, while striving for efficiency. Individuals with concerns regarding KCC's training and/or assessment outcomes are encouraged to first attempt informal resolution by discussing the issue with the relevant KCC employee. Any individual may raise concerns related to training delivery, assessment quality, participant amenities, discrimination, sexual harassment, or any other relevant issues. If informal resolution is not feasible or a satisfactory resolution cannot be reached, the formal procedure must be followed.

2. Scope

Assessment Appeals include an appeal of an internal assessment result, how an assessment was conducted, including who conducted it, as well as an appeal of the outcome of an assessment of evidence provided for recognition of prior learning (RPL).

The policy applies to all students enrolled in, and all staff involved in, the delivery of VET accredited qualifications and units offered by the College.

Details regarding the scope of the Assessment Appeals Policy are prominently displayed throughout the organisation and included in the Staff Induction Process, Student Handbook, and KCC website.

3. Policy Statement

KCC acknowledges students' entitlement to appeal assessment decisions on valid grounds. To facilitate this process, KCC has established provisions allowing students to appeal against assessment outcomes.

KCC is committed to providing students with access to a fair and impartial appeals process.

In this regard, KCC:

- Maintains written procedures for collecting and addressing appeals in a constructive and prompt manner
- Ensures dissemination of these procedures to all staff and students
- Documents each appeal and its resolution in writing
- Ensures that appeals are reviewed by an impartial individual or panel
- Provides each appellant with the opportunity to formally present their case
- Furnishes each appellant with a written statement detailing the appeal outcome, including the rationale behind the decision
- Takes appropriate measures in response to substantiated appeals
- Utilises insights from appeals outcomes to evaluate existing practices and foster continuous improvement

These measures underscore KCC's commitment to upholding fairness, transparency, and accountability in its assessment processes.

4. Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

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.

For the purposes of this document the following applies:

- An **assessment appeal** is a formal request to review an assessment result, about how an assessment was conducted including who conducted the assessment, and the outcome of an assessment of evidence provided for recognition of prior learning (RPL).
- **Complaint** is an expression of dissatisfaction with a product, service, staff, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected.
- **Recognition of Prior Learning** is an assessment process that assesses the competencies of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training packaged or VET accredited courses
- **Student(s)** refers to all persons enrolled or seeking to enrol in a course with the College.
- **Appellant** refers to Students (as defined above) who have lodged an appeal.

5. Policy Principles

- a) Students possess the right to file an appeal against an assessment decision if they believe they were treated unfairly during the assessment or if they have grounds to challenge the accuracy of the assessment decision.
- b) The principles of natural justice and procedural fairness are adhered to at every stage of the appeal process.
- c) The Assessment Appeals policy is made publicly available via the KCC website.
- d) Appellants can provide details of their appeal either verbally and/or in writing.
- e) All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.
- f) If the appeals process fails to resolve the appeal or the appellant is dissatisfied with the outcome, the matter will be referred to an independent third party for review at the request of the appellant. The appellant will be informed of all costs incurred for the third-party review.
- g) Every appeal is heard by a suitably qualified independent assessor or panel tasked with making an impartial assessment of the application.
- h) All appeals are acknowledged in writing and finalised as promptly as possible.
- i) KCC reserves the right to charge a fee for the appeals process if an external assessor is engaged. In such cases, all costs incurred will be communicated to the appellant.
- j) If an appeal is expected to take more than 60 calendar days to finalise, KCC will inform the appellant in writing, providing reasons for the extended duration. Regular updates on the progress of the appeal will also be provided to the appellant.
- k) KCC endeavours to address appeal issues promptly upon emergence to minimize disruption and the need for a formal complaint process.
- l) All appeals will be handled confidentially and will not impact or bias the participant's progress in any current or future training.

6. Grounds for Appeal

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

- a) Incorrect judgment regarding competency attainment and demonstration
- b) Non-compliance with the Assessment Plan in making the judgment
- c) Allegations of assessor bias
- d) Allegations of assessor incompetence
- e) Allegations of incorrect information provided by the assessor regarding the assessment process
- f) Inappropriate assessment process for the specific competency
- g) Faulty or inadequate equipment; and/or
- h) Inappropriate assessment conditions

7. Appeal Outcomes

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

- a) Appeal upheld, leading to options such as reassessment by another assessor, granting appropriate recognition, or arranging a new assessment.

b) Appeal rejected/not upheld, requiring the student to undertake further training or experience, resubmit further evidence, or submit/undertake a new assessment in accordance with KCC assessment policy.

8. Responsibilities

Position	Responsibility
CEO	Ensures KCC has an Assessment Appeals Policy. Serves as the Appeals Resolution Officer and may delegate responsibility for appeal resolution if necessary.
Delegated Appeals Resolution Officer	Responsible for the formal review of an Assessment Appeal when the student is dissatisfied with the outcome. This review is conducted with all relevant parties including the Assessor, Peer Reviewer, Training Services Manager
Peer Trainer / Assessor	The Peer Teacher/Assessor is responsible for the objective review of the assessment result/assessment process.
Trainer / Assessor	The Assessor is responsible for the provision of relevant evidence to support the assessment decision and for ensuring accurate administration of the results.
Student	Students are responsible for identifying any concerns that they have within 14 calendar days after the receipt of the assessment outcome.
Student Support Officer	Students may approach the Student Support Officer with concerns regarding their results or the assessment process. The Student Support Officer will provide students with information about the Assessment Appeal process and provide the Assessment Appeal form for students to complete. Students can lodge the Assessment Appeal form through Student Support Officer which will be forwarded to the relevant Trainer.
CAR Manager	Ensuring the management and maintenance of this policy, including ensuring its continued appropriateness to business, compliance with legislation and external requirements

9. Appeals

Informal Procedure

In many instances, concerns can be effectively addressed through informal discussion with the parties involved. This initial step constitutes an informal process.

- a) Individuals are encouraged to seek resolution informally by directly communicating their concerns to the relevant individual.
- b) Individuals are also encouraged to complete a Feedback form to formally register their concern, however verbal feedback will also be considered.
- c) In cases where a feedback form is not submitted but the matter is known to RTO personnel, they should complete and submit the form for consideration and continuous improvement.
- d) The feedback, complaint, and appeal process are thoroughly explained during induction/enrolment.
- e) The Appeals process is outlined to participants within the Student Handbook.
- f) Individuals may report a complaint or appeal at any time.

- g) Participants must lodge an appeal against an assessment decision/outcome **within 14 calendar days of receiving assessment feedback** from KCC's trainer/assessor.
- h) If participants remain unsatisfied, they are further encouraged to engage with KCC's Course Coordinator to express their concerns. The Course Coordinator will endeavour to resolve the issue and reach a satisfactory outcome in conjunction with KCC's Training Services Manager.

Formal Procedure

Should the outcome of the informal process fail to effectively address the concerns, the matter may advance to the formal procedure.

All appeals must follow the process outlined below:

- a) Formal Appeals must be submitted in writing **within 14 calendar days of notification of the assessment decision** using the Appeals form. Formal appeals can also be received verbally. Additional details may be provided verbally by the appellant.
- b) Receipt of any appeal must be promptly communicated to the CEO of KCC.
- c) The CEO of KCC may delegate responsibility for appeal resolution as appropriate.
- d) Appeals will be processed in accordance with the Appeals flowchart provided in Appendix A.
- e) Appeals should, where possible, be resolved within 28 days of the initial application.
- f) The appellant will be notified in writing of the outcome of their appeal within seven (7) days of resolution.
- g) If the outcome is unsatisfactory to the appellant, they may request an appointment with the CEO of KCC.
- h) If the CEO of KCC is unable to provide a satisfactory solution, a panel will be convened to review the complaint or appeal
 - i) All involved parties will be invited to formally present their appeal to the panel.
 - j) KCC will convene a panel to review the appeal within 10 working days.
 - k) The panel will include KCC's CEO, KCC's Training Services Manager, and at least one other independent individual.
 - l) If additional information is required by the panel, an additional 5 working days will be provided for the panel members and the complainant/appellant to source and review such information.
- m) The complainant/appellant will be notified within 5 working days of the decision of the panel.
- n) The final conclusion in all cases will be endorsed by the CEO of KCC.
- o) If the appellant remains unsatisfied with the decision, they have the option to seek outside assistance to pursue the appeal.

10. For students with a disability

You have the right to complain about the services you receive and are encouraged to talk about your concerns and appeal an assessment decision. If you feel comfortable, you are encouraged to raise your concern or complaint with the College's Training Services Manager. The College will offer assistance to help appellants with reading or writing difficulties to formulate and lodge complaints and will accept appeals on behalf of people with intellectual impairment from representatives such as friends, family members or an independent advocate.

If you are not happy with the way the appeal has been handled, and are unable to resolve your concern, you can seek further support. You may seek support from family, friend or an independent

advocate to support you in making a complaint. Your support person can also represent you. Also, a complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form on the NDIS Commission's website <https://www.ndiscommission.gov.au/>

11. Access & Equity

The KCC Access & Equity Policy is applicable.

12. Records Management

Records of all appeals and their outcomes are securely maintained. These records include:

- a) How the appeal was addressed;
- b) The outcome of the appeal;
- c) Timeframes for appeal resolution;
- d) Potential causes of the appeal; and
- e) Steps taken to resolve the appeal

All documentation from the appeals process is managed in accordance with the Records Management Policy.

13. Monitoring and Improvement

The CEO of KCC monitors all appeals practices and discusses them at Leadership Meetings, identifying areas for improvement and taking appropriate action.

14. Publication

This Assessment Appeals Policy will be made available to Students and those seeking to enrol with the College through publication on the website: www.kcc.nsw.edu.au.

15. Related Policies & Documents

- Student Handbook
- Assessment Policy
- Recognition of Prior Learning Policy
- Student Complaints Policy
- Record Retention & Reporting Policy
- Disability Service Standards
- Reasonable Adjustment Policy



16. Policy Version and Revision Information

Policy Authorised by:	CEO
Effective date of Original Version:	May 2024
Policy Maintained by:	CAR Manager
Version Number/Effective date:	V1 May 2024
Review Date:	May 2026

17. Appendix A: Appeals Process

