



**TRAINING**

**Policy**

# Assessment Appeals

Document Control			
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## **ASSUMPTIONS**

The Housing Industry Association Ltd has gained Registered Training Organisation status through the Australian Skills Quality Authority. HIA Training is a division of Housing Industry Association delivering accredited training and assessment services under the regulation of the Australian Skills Quality Authority (ASQA).

Where the words “we”, “our” or “us” have been used in this document they can be assumed to mean the above legal or departmental name.

Our policies exist to provide guidance on the behaviour, obligations, responsibilities and culture of our business.

## **PURPOSE**

This policy provides guidance on the processing of Assessment Appeals. By adhering to this policy, we will ensure that all appeals will be handled in a fair, equitable and consistent manner and ensure that the rights of the participant are preserved.

## **POLICY**

Our goal is to provide excellent service to our participants, and we seek to prevent the occurrence of appeals by ensuring that participants are fully prepared for assessment. We will ensure the participant is aware of the requirements of the assessment and will negotiate assessment arrangements, including timeframes and readiness for assessment, with the participant.

We believe assessment appeals are an opportunity to improve the business and training services offered to all participants.

## **SCOPE**

This policy applies to all assessment decisions including Credit Transfer (CT) and Recognition of Prior Learning (RPL).

## **DELEGATION**

This Policy and Procedure is owned by the CEO of the Housing Industry Association. Responsibility for ensuring adherence to this Policy and Procedure has been delegated to the General Manager of Training.

## PROCEDURE

### *Grounds for Appeal*

An application for appeal will be considered where a participant:

- Claims disadvantage because the trainer did not provide, in either written or verbal form, a subject outline
- Claims disadvantage because the trainer varied, without consultation or in an unreasonable way, the assessment requirements as specified in the subject outline
- Claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied
- Is of the view that a clerical error has occurred in the documenting of the assessment outcome
- Claims there is a discrepancy between the practical observation and the formal assessment

### *Process for appeals*

If a participant wishes to appeal an assessment result, they are encouraged to first discuss the issue with their Trainer/Assessor. If the participant is still not satisfied with the outcome they can proceed with the Assessment Appeals process by completing the Assessment Appeals Form.

All appeals must be recorded and the result of the appeal process communicated to the participant in writing, including reasons for the decision made.

- The participant must lodge a formal appeal in writing using the Assessment Appeals Form, clearly stating the grounds of the appeal.
- Appeals must be submitted within 10 business days from the date of notification of the original assessment outcome.
- The appeal should be forwarded to the Regional Training Manager.
- There is no cost for an appeal and the training program will continue without interruption while the appeal is being assessed.
- Written acknowledgement, either letter or email, of the receipt of the request for an appeal will be sent out to the participant within five (5) business days from receipt of the completed form.
- If the Regional Training Manager believes a review of the result is warranted, a review panel will be formed comprised of the trainer/assessor, the Regional Training Manager and a neutral qualified assessor.
- If the panel determines that the original result should be changed we will amend the participant's records and issue any awards or results the participant is now entitled to.
- If the panel determines that the original result should remain, the panel may suggest that the participant sit for a supplementary assessment. If the participant fails the supplementary assessment, a "Not Competent" result will be shown for that assessment or unit. This result of "Not Competent" does not prohibit the participant from attempting a future assessment once further training has occurred.

- For either outcome, the participant will be notified of the outcome of their appeal, in writing, within fourteen (14) working days of the panel's decision. The result is final and no further appeal can be entered into.
- If the appeal process is going to take more than 60 calendar days to process, we will notify the participant in writing as to the reasons why.
- All stages of the appeal process will be recorded and maintained in the participant file.
- All Assessment Appeals will be entered onto the Complaints Register for monitoring by the Continuous Improvement Committee. The CI committee may take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- All Assessment Appeals will be deemed as Validation and recorded in the Validation Register.
- Copies of all written communication with the participant and other parties involved are to be kept on the participant's file.