

APPEALS PROCEDURE – PR004

1. PURPOSE

The purpose of this procedure is to outline the steps for processing a student’s appeal against an assessment decision.

2. SCOPE

This procedure applies to any appeals in relation to assessment decisions for assessments conducted by Alibi Training Australia.

3. RESPONSIBILITIES

It is the responsibility of all trainers/assessors to assist applicants with the appeal process.

It is the responsibility of the Director (or delegated person) to ensure the appeal process is carried out in accordance with this procedure.

4. PROCEDURE

4.1. Students shall use this process for appeals in relation to academic decisions (results of assessments).

4.1.1. An appeal must be lodged within twenty (20) working days of completion of the assessment. Records may be discarded after this period.

4.1.2. Applications for appeal must be submitted in writing to The Director, Alibi Training Australia, PO Box 727 Rochedale South QLD, 4123.

4.2. The procedure for academic appeal shall be:

4.2.1. Student makes an informal approach to the Trainer/Assessor.

4.2.2 If the matter is not resolved, the student’s appeal shall be forwarded to the Director (or delegated person) for consideration. The Director (or delegated person) will provide a written statement of the appeal outcome and the reasons for the decision.

4.2.3. If the Director (or delegated person) cannot resolve the situation, the student can request that an Independent Panel consider the appeal. The panel shall consider the appeal within fourteen (14) days of notification of the application. The student may have an adviser in attendance during the proceedings of the Independent Panel.

4.3. Independent Panel procedure.

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| Issue Date | October 2010 | Review Date | October 2011 | Version | 2 |
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- 4.3.1. Review the circumstances of the appeal and make a decision on the evidence submitted.
- 4.3.2 Keep a record of the proceedings to ensure that the appeal procedure was conducted fairly.
- 4.3.3. The decision of the Independent Panel shall be given in writing to the Director (or delegated person) and the student outlining the reasons for the decision.
- 4.3.4. A copy of the proceedings conducted by the Independent Panel and the original application form will be given to the student.
- 4.3.5. The decision of the Independent Panel shall be final.

Membership of Independent Panel

The Panel shall consist of:

- Director.
- Trainer/assessor not involved with the management of the student.
- Industry Representative (Industry Skills Council, Licensing Authority).

5. REFERENCES

Student Handbook
 AQTF 2010 Essential Conditions and Standards for Continuing Registration

6. RECORDS

Director’s report
 Independent Panel report
 Completed assessments

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