Recognition (RPL/RCC) Assessments Appeals Process

Key Steps:

Student requests that assessor review their decision; either reconsider or justify

Assessor to meet with student to:
- Identify the units of competency and performance criteria that the student believes they should have been given credit for
- For RPL/RCC justify decision made by Assessor – use the appropriate documentation RPL/RCC Recognition Evidence Guide to support the decision

If student is not satisfied with the decision of the assessor, to provide a written complaint to the Campus Officer

Campus Officer to meet with Assessor to:
- Review the decision made by Assessor via examination of the student’s documentation from the assessment process
- Campus Officer to either up-hold or over-rule the Assessor’s decision

If the decision is over-rulled the Campus Officer will provide to the student in writing the following:

- A written record of the complaint and details of the decision
- Copies of the student’s documentation from the assessment process that show competency for the units requested

If the student is unhappy with the outcome, to complete an Appeal of Results Form

If the decision is up-held, the Campus Officer will provide to the student the following:
- Appeal of Results Form (Student to complete)
- Appeal RPL/RCC Form (RPL/RCC students to complete) and return to the College, together with any/all of the following documentation to support their appeal
  - past qualifications
  - past work experience
  - past references and testimonials
  - examples of past work
  - historical records and third party reports of workplace performance
  - recent qualifications
  - recent work experience
  - recent references and testimonials
  - examples of current work.

ANC
CRICOS: 03009M
TOID: 22134
Recognition (RPL/RCC) Assessments Appeals Process V1208.DOC
Approved: QA Manager Next Review: December 2009

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The College informs the student IN WRITING that there is a five (5) working day turn around time for an appeals decision.

**On receipt of the Assessment Appeals Form and accompanying documentation, the College will convene the Appeals Committee and undertake an investigation to determine appropriate action**

The Appeals Committee will comprise of the Campus Officer, a Trainer/Assessor and an independent Consultant to review the following:

- Appeal of Results Form/Appeal RPL/RCC Form
- Documentation to support the appeal

This may include but is not limited to:

- Interviewing any of the people involved (eg: student, Assessor, area specialist)
- Requesting another Assessor review the case
- Scheduling another assessment
- Upholding or rejecting the appeal at any stage

This will be completed within three (3) weeks of the lodgement of the Appeal of Results Form or the Appeal RPL/RCC Form.

**Decision of the Appeal is made and the outcome of the decision is provided in writing to all stakeholders (student and original Assessor)**

The decision of the Appeals Committee is final and all appeal decisions and feedback will be provided in writing to all stakeholders with copies of all documentation attached to the student’s file.

If the student is unhappy with the decision, they may, within one week after the appeal decision, request to nominate another RTO to arbitrate.

On request, the College will provide copies of all appeals documentation to the nominated RTO.

**Final point of Appeal**

If, after arbitration via a nominated RTO, the student is still unhappy with the outcome they may contact the College and request that a full inquiry take place.