



Connect 'n' Grow[®]

REDESIGNING EDUCATIONAL PATHWAYS

RTO 40518

| Appeals Policy | |
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| What | A policy outlining the application process of a student for reconsideration of an unfavourable decision or finding during training and/or assessment. |
| When | An appeal can be made by a student when a disputable matter has not been able to be resolved with the trainer/assessor. The appeal must be formally submitted within 14 calendar days of the date the mark for assessment task was notified to the student or the final result was published. |
| Who | Appeals are submitted to the Training and Quality Manager |
| Why | A student has the right to raise an appeal and expect every effort will be made to resolve it in accordance with this procedure, without prejudice or fear of reprisal or victimisation. |
| How | <p>Before lodging a formal appeal, the student should make an informal approach or appointment to discuss the matter with their trainer. In all cases, the persons involved should attempt to resolve issues or disputes that arise during training and assessment at the time they occur.</p> <p>Where this attempt is unsuccessfully resolved, the student may request an Assessment Appeal Form from admin@connectngrow.edu.au or download form from the Connect 'n' Grow[®] website.</p> <p>All formal appeals will be directed to the Training and Quality Manager. Connect 'n' Grow[®] will manage all appeals with a fair, unbiased, equitable and efficient process. The appeal will be reviewed within 10 working days to determine the merit of the assessment mark received. A response will be made to the appellant within one week of this review, confirming the original decision or providing an independent assessment determination.</p> <p>If the review decision is accepted by all parties, the matter will be deemed resolved. However, if the matter remains unresolved, Connect 'n' Grow[®] may engage an appropriate external and independent industry representative. After reviewing and evaluating each party's case, appointed representative will provide a final decision to either:</p> |

- confirm the original decision; or
- appoint a different assessor to conduct a new review; or
- substitute an alternative assessment / assessment method.

The decision of an appointed representative will be considered the final decision.

Outcomes of the appeal process will be documented and signed by all those involved and added to the student's file.

Secure Storage of Records

All documentation relating to appeals will be electronically stored (scanned and saved where required) for audit purposes.

Relationship to Continuous Improvement

The handling of an appeal may highlight a need for continuous improvement in the training and assessment system. Each appeal will be further reviewed by the continuous improvements team for further program enhancements.

Forms

Students are to be made aware through the Student Induction that they can make an appeal via the CnG Hub which directs them to the appropriate form on the Connect 'n' Grow® website. This is also outlined in the Student Handbook: *Complaints & Appeals*.

[Assessment Appeal Form](#) to be provided on request.

All documentation relating to appeals will be archived for audit purposes.

Additional Relevant Links

[Assessment Appeal Form](#)
[Complaints Policy](#)

Relevant Standards for Registered Training Organisations 2015

Clause [6.1-6.6](#)

Relevant Skills Assure Supplier Requirements

[SAS Evidence Guide](#) (Version 1.0: Effective 01 July 2020)

Sections:

- Complaints and Disputes (p.46)