

ASSESSMENT APPEALS

1. PURPOSE

ICG Training and Consultancy Services Pty Ltd (ICG) understands our obligation to protect the rights of students and we are committed to providing quality training and assessment services and will take all necessary steps to resolve, fairly and expeditiously, any appeal it receives about an assessment outcome.

This policy outlines our approach to managing appeals and ensuring appellants are aware of the steps to take to have their concerns and grievances addressed appropriately. It provides an avenue for all appeals to be addressed in a fair, efficient, and confidential manner.

2. SCOPE

This policy forms part of ICG’s Quality Management System and applies to all students, prospective students, employers, partnering organisations and all ICG staff.

3. POLICY STATEMENT

ICG maintains a supportive and fair training and assessment environment which extends to appeals on assessment and recognition decisions.

When managing and processing assessment appeals, ICG will:

- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the process,
- Make our policies publicly available,
- Set out the procedure for requesting an appeal,
- Ensure requests are acknowledged in writing and finalised as soon as practicable, and
- Provide for review by an independent party at the request of the appellant if the processes fail to be resolved.

ICG informs all students of their right to appeal an assessment decision. Appellants must lodge appeals based upon the specified grounds for appeal using the *Assessment Appeals Review Form*. All appeals must be made individually.

All appeals will be taken seriously, resolved fairly, and treated with confidentiality by all staff members involved in the appeal process. Appellants will not be disadvantaged by making an assessment appeal.

ICG will:

- Promote a culture that views an appeal as an opportunity to improve our organisation.

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- Address each appeal in an objective, equitable and impartial manner.
- Manage appeals in accordance with the principles of procedural fairness, ensure that appeals are resolved promptly, sensitively and in complete confidentiality.
- Ensure that the views of each appellant are respected and that any party to an appeal is not adversely affected.
- Ensure that there is a consistent response to appeals.

ICG is committed to:

- Providing a safe environment for each person to make an appeal.
- Ensuring that there are no negative consequences or retribution for any person who makes an appeal.
- Supporting participation in the assessment appeal process of any person wanting to make an appeal.
- Treating each person making an appeal in a manner that protects their privacy and respects confidentiality.
- Providing fair and timely resolution of appeals.
- Keeping each person informed at all stages of the decision-making process concerning their appeal and the reasons for those decisions.
- Informing each person of their right to complain to an external body.
- Defining what appeals can be handled under this policy procedure.
- Ensuring appeals are handled impartially, justly, confidentially and with the appropriate sensitivity.
- Defining the responsibilities and rights of all parties.
- Responding to its changing environment and adapt any systems, processes and approaches that may be identified as an issue as part of any complaint or appeal process.

Students may express their appeals:

- a) In writing using the ***Assessment Appeals Review Form***.
- b) Verbally, either in person or over the telephone.
- c) Through comments and feedback on surveys, evaluation forms and appraisal forms.
- d) Via a Freedom of Information request.

Students are entitled to two (2) attempts at assessment. In most cases, the matter may be resolved by the assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.

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4. PROCEDURES

4.1 Lodging an Appeal - Acknowledgement

- a) Students are encouraged in the first instance to talk to the assessor who made the assessment decision within one (1) week of receiving the result.
- b) If the outcome is not resolved, then the assessment will be remarked by another, fully qualified and experienced assessor. This will be completed with 14 days of receiving the appeal.
- c) If the appellant is still not satisfied with the assessment outcome, the appeal must be put in writing within seven (7) days using the **Assessment Appeals Review Form**. Supporting evidence must be provided.

4.2 Investigation

- a) On receipt of the written appeal, the Managing Director will arrange a meeting to discuss the appeal. Students can elect to have a representative present. A record of the meeting is kept including the reasons for appeal and the agreed proposed solution.
- b) Any investigation of matters raised is followed up and a response made within an agreed timeframe.

4.3 Reporting

- a) The appellant will be advised of the outcome within two (2) working days of the investigation being finalised. The findings of the investigation will be recorded in the **Complaints and Appeals Register** and against the student's profile (if relevant).
- b) Where we consider more than 60 calendar days are required to process and finalise an appeal, we will inform the appellant in writing, explaining the reasons of the duration and ensure regular updates are provided on the progress of the matter.

4.4 Dispute

- a) If the matter is still unresolved, a mutually agreed, independent mediation body will be assigned to examine the matter. The written decision of this body will be final and will be made within 60 days of the appeal first being submitted.

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4.5 Record Keeping

- a) ICG will maintain records of all appeals and their outcomes in ICG’s Learning Management System, Student Management System and online and/or local hard drives.
- b) Appeals will be documented in the *Complaints and Appeals Register* and reviewed as part of our commitment to continuous improvement.

4.6 Monitoring and Review

- a) Appeals will be monitored and reviewed regularly to identify potential causes. Regularities and common causes will be recorded on the *Continuous Improvement Register* and appropriate corrective action will be taken to eliminate or mitigate reoccurrence.

4.7 Escalation

- a) If in the instance of a complaint or appeal or appeal not being resolved by the above processes, the appellant will also be informed of other avenues of appeal. These include:
 - i. The Australian Skills Quality Authority (ASQA) is the national regulator of training and assessment delivery www.asqa.gov.au
 - ii. The relevant State Training Authority

5. VARIATIONS

ICG reserves the right to vary, replace or terminate this policy from time to time.

6. DEFINITIONS

As defined in the Quality Management Strategy.

7. RELATED DOCUMENTS

- Assessment Appeal Review Form.
- Complaints and Appeals Register.
- Complaints Handling Policy Procedure.
- Consumer Protection Policy Procedure.
- Continuous Improvement Register.

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