

1. Policy: ASSESSMENT APPEALS POLICY

2. Date: April 2016

3. INTRODUCTION

The Royal Life Saving Society in providing a quality service to its clients has developed an Appeals Policy to deal with complaints regarding assessment outcomes.

4. POLICY

The Royal Life Saving Society has developed this Appeals Policy to ensure that complaints regarding assessment outcomes are resolved in a fair and equitable manner.

All candidates will be provided with two additional attempts at assessment at no cost. Any further re-assessment attempts will require full course fees to be paid.

The scope of the Appeals Policy could include appeals where candidates are dissatisfied with any of the Royal Life Saving Society's decisions regarding:

- Final assessment awarded
- Result of a training program assessment or assignment
- Any other decision relating to a candidate's progress.

If a client or participant has a complaint regarding their assessment, a notice of Appeal must:

- Be given in writing to the appropriate Training Department Manager
- Clearly identify the grade, result or decision appealed against
- Set out in detail the specific grounds on which the appeal is being sought
- Be made within 10 working days from the day on which the candidate is notified of the result

PROCESS

The process for dealing with complaints regarding assessment outcomes is as follows:

Level 1 - Initial Appeal

The candidate should discuss any complaints regarding assessment outcomes with the assessor on the day of assessment. The assessor will attempt to deal with a complaint regarding assessment outcomes through direct verbal discussions of the concerns with the candidate. If the concerns cannot be resolved to the satisfaction of all parties then the Appeals Procedure will move to the level 2.

The assessor will complete the appropriate forms at time of assessment if deemed not yet satisfactory. Should the candidate wish to appeal further then they should be referred to the appropriate Training Department Manager.

Level 2 - Written Complaint to Manager

The candidate is requested to detail their complaint in writing and forward it to the Training Department Manager.

The Training Department Manager will investigate the complaint by contacting the assessor involved in the complaint regarding assessment outcomes and attempts to resolve the complaint. The candidate will need to be informed in writing of the outcome with 10 working days of the receipt of the written appeal. All records must be kept on the candidate's file.

If the candidate is still not satisfied the complaint will progress to level 3.

Level 3 – Independent re-assessment

The Training Department Manager will utilise the services of another qualified assessor independent of the RTO.

Candidates requesting a re-assessment will be charged a re-assessment fee of \$125 per hour.

Where the RTO considers more than 60 calendar days are required to process and finalise the appeal:

- a. informs the candidate in writing, including reasons why more than 60 calendar days are required.
- b. regularly updates the candidate on the progress of the matter.