

## Appeals

### 1. INTRODUCTION

This policy is to ensure that should disagreement occur between a tutor/students as the assessment and judgment of the student/s evidence, the student/s may appeal the decision. All practical and reasonable steps should first be taken to talk and resolve concerns formally.

### 2. POLICY

- 2.1 All tutors will support the student/s right to appeal the assessment decision and ensure the student/s has fair and reasonable opportunity to resolve any concerns.
- 2.2 It is important to work openly and positively with the participant to resolve concerns.
- 2.3 The focus of the appeal will be whether or not the evidence collected clearly established that the student/s has the evidence requirements concerned
- 2.4 The student/s may have further evidence to present, in which case the appropriate response is a re-assessment of the evidence and not an appeal.
- 2.5 The appeal procedure will be done in two steps if needed
  - 2.5.1 First step: Set up an informal review to seek and resolve concerns informally
  - 2.5.2 Second step: An independent review to obtain a review of the assessment decision under appeal. Those involved are the participant and Tutor or Training Manager.

### 3 RESPONSIBILITY

- 3.1 Training Manager and Tutors

### 4 COMPLIANCE

- 4.1

### 5 REFERENCES

- 5.1