

## **Appeals process for students' assessment marks**

### **1.0 Purpose**

The purpose of this process is to outline the steps required appealing a decision taken by anyone representing ATOD in the capacity of trainer/assessor.

### **2.0 Scope**

This applies to any decision related to assessment.

### **3.0 Process**

If the Student is unhappy with the assessment decision they should first seek to discuss the decision and options with the Assessor, to determine and fully understand the reasons for the decision.

The assessor with a view to resolving the matter must discuss with the student: giving specific feedback on their performance, identify areas of improvement, and provide options to the Student such as further training and/or assessment

If the matter is successfully resolved, make the required changes into the portal and if required notify enrolments so the changes can be confirmed into the student management system.

If the matter is not resolved, advise the Student of their right to appeal the decision referring them to this document located at the top of the portal. The student is to email [rto@atod.net.au](mailto:rto@atod.net.au) to lodge their appeal request stating their full name, date of birth, studio, and unit code and assessment task. The assessment task, students written submission and trainers marking/ comments/feedback must be attached to the email for reference.

**Appeals must be lodged within 6 months of the assessment being marked by the assessor.**

The operations manager will appoint appeals assessors to evaluate the materials submitted. Where required by the appeals assessors', student may be brought in for face-to-face discussions in an attempt to determine the competency of the student.

### ***IMPORTANT***

ATOD will adsorb the cost of appeals where an appropriate assessor with required competencies is available using in house ATOD staff.

Furthermore where an appeal finds the **first assessor had made a judgment error**, ATOD will absorb the costs of the appeal when an in house ATOD staff member is available with the required competencies.

However where an appropriately qualified appeal assessor is required to be sourced external to ATOD **AND** charges for the appeal **AND** the appeal upholds the first assessor's judgment, the student will be required to fund 50% of the cost of that appeal.

This is not to disadvantage or discourage the student but ATOD as a not for profit is unable to fund appeals which are unlikely to change student's marks. Students will be advised of:

- the possibility of costs when an appeal is lodged and
- will be provided a copy of any quote when the appeals assessors are determined and
- a copy of the invoice received by ATOD from the appeal assessor.

Where the assessors judgment is deemed incorrect by an external appeals assessor who is charging ATOD for the appeals **AND** the student undertaking studies at a partner studio, ATOD will absorb the cost for the first instant of an appeal for that studio but any further appeals and their costs will be fully borne by the studio.

Appeals will be managed as quickly as possible with all parties provided updates, as they are available.

In most instances appeals will be simply evaluating the assessment documentation already submitted. In some instances further interview maybe required to adequately determine the competencies.

Records of any conversations will be maintained along with any gap questions that might be required to determine ultimate competencies.

At the completion of the appeals, the appeal assessor will notify the student (if the student is present) and the operations manager of the outcome. Where the student is not available, the operations manager will notify the student of the outcome via email.

Where the appeal is upheld and the student has the required competencies the marks are changed by direction of the operations manager. Where an appeal is rejected the student is informed of the ability to proceed to an external arbitrator. The cost for the external arbitrator will be totally at the student's expense.

All notes, assessments and records are entered into the student file via a log note entry in Wisenet. Copies of all assessment materials are maintained as required.

### **Improvement process**

Where an appeal of an assessor's original mark is deemed to be incorrect, the original assessor is notified with reasons for the decision. A non-conformance is raised to ensure marking guides are implemented for the particular units at the next opportunity for rewrite. Other students' assessments will be moderated quickly to determine what if any other actions might be necessary