

APPEALS PROCESS

STUDENT ASSESSMENT MARKS

1.0 Purpose

The purpose of this process is to outline the steps required to appeal 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 Appeals Process

- The student, if unhappy with the assessment decision, 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 provide the student with specific feedback on their performance, identify areas of improvement, and provide the student with options such as further training and / or assessment.
- If the matter is successfully resolved, the assessor must make the required changes on the portal and, if required, notify enrolments, so the changes can be confirmed in the student management system.
- If the matter is not resolved, the student must be advised of their right to appeal the decision. The student should be referred to this document which is located at the top of the portal and should email rto@atod.net.au to lodge their appeal request. This request should include the student's full name, date of birth, studio, and unit code and assessment task. For reference, the assessment task, the student's written submission and the trainer's marking / comments / feedback must be attached to the email.
- The RTO Operations Manager will appoint appeals assessors to evaluate the materials submitted. The student may be required to present at a face-to-face discussion in an attempt to determine their competency.
- 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, a 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.

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

4.0 Cost of Appeals

If an appropriate assessor with the required competencies is available using ATOD staff, ATOD will absorb the cost of appeals. 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 as a not-for-profit organisation, ATOD 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;
- be provided with a copy of any quote when the appeals assessors are determined;
- be supplied with 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 in the first instance of the appeal for that studio but any further appeals and their costs will be fully borne by the studio.

5.0 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.