1. Purpose

To provide an appropriate mechanism and service for students to have their assessment results and concerns reviewed and addressed.

To provide an effective and acceptable means for students to bring problems and complaints, relating to assessments, to the attention of management.

To ensure students are provided with a process how to raise issues regarding assessments that affect them. These include issues which they perceive as being unjust, irrational or discriminatory.

2. Policy Statement

Students have the right to appeal against decisions concerning academic or administrative matters in a fair and equitable manner, and that a clear assessment appeal mechanisms exist.

All parties to an assessment appeal should have the opportunity to present their case formally and have it considered.

Any appeal made against an employee of the NorthEd International College should be made known to that employee.

An employee of NorthEd International College who initiates, or is involved in an assessment appeals process, should not to be discriminated against because of their involvement in the appeals process.

Students shall be provided with the opportunity to review, and to question, the following

- Assessment methods and procedures by which a student's progress and performance is measured
- Denied or incorrect enrolment
- Denied or incorrect placement
- Denied recognition of prior learning application
- Fees, charges, levies, fines or refund
- Training and academic status
- Unsuccessful admission or selection to a new course.

A student has the right of appeal against any disciplinary action. This policy must be made accessible to all students. To assure prompt attention, assessment appeals should be submitted within five working days of the event prompting the appeal.

3. Appeals Procedure

3.1 Any written appeal or complaint raised against assessments shall be directed to the Training Coordinator and Quality Assurance Manager.
3.2 The Training Coordinator is responsible for examining the merits of the appeal, setting out a corrective and preventive strategy, ensuring both the student and the assessor are able to have a fair hearing.

3.3 The Quality Assurance Manager records the appeal and ensures that relevant NorthEd International College procedures have been followed, and complaints have been dealt with within appropriate timeframes.

3.4 The student and the Training Coordinator must both sign and date the recorded appeal.

3.5 The Training Coordinator will attempt to resolve the assessment appeal and respond to the student concerned within two working days in writing describing the steps taken to correct the problem.

3.6 If the Training Coordinator is not able to settle the appeal they will submit the appeal and their written response to the Quality Assurance Manager for review.

3.7 The Quality Assurance Manager will follow the appeal through with a final solution taking it to the General Manager for final arbitration if applicable.

3.8 If the appeal is not resolved participants may request the assistance of an independent person or panel to discuss the disputed issues, consider possible alternatives and reach a consensual settlement that will accommodate their needs.

3.9 The Quality Assurance Manager will arrange mediation or intervention sessions with the participants and the independent person or panel.

3.10 Once a satisfactory solution is reached a copy of a written agreement of the appeal outcomes, explaining the reasons for their decision, will be provided to each party as confirmation. This agreement must be kept confidential.

3.11 If the solution recommends that a NorthEd International College policy or procedure be changed, the Quality Assurance Manager will forward this recommendation to the General Manager.

3.12 Following the resolution of an appeal, any documentation gathered is to be kept by the Quality Assurance Manager.

3.13 The assessment appeal process should be completed as soon as possible, no longer than ten working days.

3.14 If the appeal is not resolved the Quality Assurance Manager will consult with the General Manager regarding the establishment of an Assessment Appeals Committee.

3.15 The Assessment Appeals Committee should be employees of NorthEd International College, not legal counsel or family members.

3.16 The Assessment Appeals Committee will establish procedures and has the right to call any employee of NorthEd International College to appear before the appeal.

3.17 The student who lodged the appeal may obtain assistance from any employee of NorthEd International College, but cannot be represented by a legal counsel.
3.18 Once settlement is reached at any stage of the process, signed statements of agreement regarding the appeal outcomes, explaining the reasons for their decision, shall be exchanged by the parties to the appeal. This agreement must be kept confidential.

3.19 The Assessment Appeals Committee is required to complete a report outlining their recommendations and submit the report to the CEO.

3.20 The CEO decision will be relayed in writing to all parties involved in the appeals process, explaining the reasons for this decision.

3.21 If the student is still not satisfied they can apply for further appeals processes with other avenues. NorthEd International College will provide information regarding other avenues to the student when requested.

3.22 All documentation gathered during the process is to be kept in a confidential secured file.

5. **External Agencies**

5.1 If the student is dissatisfied with the outcome of this process, or if for some reason the student believes they cannot raise the issue with NorthEd International College, they can:

- Request for external assistance from mediation services or other agencies
- Contact the free Department of Education, Employment and Workplace Relations Complaints Line on 1800 805 260
- Contact the Complaints Resolution and Referral Service Phone: free call 1800 880 052
  TTY: free call 1800 301 130
- Contact the Australian Skills Quality Authority Phone: 1300 701 801 or obtain a complaints form via http://www.asqa.gov.au

**Review**

This policy will be reviewed every two years (or more frequently as required – from audit, complaints, and non-conformances) or as new or changing processes, technologies, or products or customer requirements are introduced.

**Custodian**

CEO