

# Appeals Policy

## Policy Statement

Appeals arise when a learner is not satisfied with a decision that has been made in relation to their assessment of competency. Nationwide Training endeavours to treat all appeals requests with equal weighting and due consideration.

## Policy

Nationwide Training will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the appeals process.

Learners are informed of the RTO's formal appeals process through this Learner Handbook, obtained prior to enrolment and available on the RTO's website and a stand-alone policy document also available on the website policies page.

All formal appeals will be attended to within 10 working days of being received.

## Appeals Procedure

- The client should first discuss their concerns with their trainer/assessor, or other staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required.
- Where the concern is not satisfactorily resolved, the learner may wish to submit their appeal in writing via a completed Request for Appeal Form. This form needs to be submitted to the RTO Administration Department. The learner may be accompanied by a representative to any meetings it holds with the RTO staff.
- Allow for 10 working days for the matter to be processed. During this time, your request will be reviewed and where appropriate, a date for re-assessment will be booked. The person responsible for handling Appeals applications may also implement the following:
  - Interviewing persons involved in the matter;
  - Requesting another assessor review the assessment if applicable;
  - Reviewing all documentation associated with the matter.
- The outcomes will be communicated to the learner in writing.
- If the learner remains dissatisfied with the outcome, the matter will be forwarded to the RTO Chief Executive Officer for review.
- The RTO Chief Executive Officer will assess the situation and put forward a resolution within 7 working days of being notified.
- Should the learner remain dissatisfied with the results, they will be provided with the option of having their case heard by a suitable, independent body (independent to both the learner and the RTO) who will review the case. This body will be asked to formally declare its independence to both parties and both parties will be asked to agree to it acting in the nominated capacity of case manager.
- Principles outlined in Nationwide Training's Privacy, Learner Access to Records and Record Keeping Policies are applicable at all times.
- The learner is to be informed regularly of the progress of their application. Should it appear likely that the application will take more than 10 days to process, the learner will be informed in writing stating the reasons for the delay.
- Records of all Appeal processes and outcomes will be recorded by the RTO and saved according to the RTO's Privacy, Learner Access to Records and Record Keeping Policies.
- All Appeals applications and processes will be carefully reviewed by senior management following finalisation to identify any areas of improvement that the RTO can act upon.

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The appellant may withdraw an appeal at any stage in the process. If the appeal is withdrawn, the matter will be deemed to be closed.

Our Appeals Policy and Request for Appeal Form are accessible on NT website [www.nationwidetraining.com.au](http://www.nationwidetraining.com.au). Should you have any questions please contact NT on (08) 9445 7766 or email [info@nationwidetraining.com.au](mailto:info@nationwidetraining.com.au)

**Appeals procedure flowchart on the last page**

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## Appeals Procedure Flowchart

