

Appeals Policy and Procedure

1. Purpose

The Australian Skills Quality Authority (ASQA) Standards for Registered Training Organisations (SRTOs 2015) require that an RTO have an appeals policy to 'manage requests for a review of decisions, including assessment decisions, made by the RTO'.

This policy provides a framework for how NDA handles appeals received in a manner that is impartial, thorough and timely in accordance with legislation and with SRTO's 2015. It affords learners a process to follow when they do not agree with an assessment submission outcome.

2. Scope

This policy applies to all appeals relating to assessment submission outcomes or any other academic decision made by NDA, for example deferral or cancellation of enrolment decisions. It applies to all NDA students.

3. Definitions

3.1 – Appeal

Request for a review of a decision made.

3.2 – Appellant

Person putting forward the appeal of a decision made.

4. Policy Principles

NDA is committed to providing quality training and assessment products and services in compliance with the SRTOs 2015.

NDA recognises the right of students and employers to seek a review of, and to appeal against, decisions made by NDA, including assessment outcomes, if a student or employer believes the process was inappropriate or ineffectively executed, or if they believe the assessment outcome was incorrect. NDA provides a system for the receiving and managing of appeals which is publicly accessible and easily understandable and embraces the principles of fairness and transparency throughout all stages of the process. Appeals will be reviewed within the shortest possible time frame.

5. Procedure

- All appeals must be submitted in writing using NDA's **Appeals Form** which can be found on NDA's website or can be emailed at the student and employer request.
- All appeals must be directed to the Assistant Manager, who will manage the appeal case.
- All appeals must be received within 21 days of the student and employer being notified of the individual unit assessment outcome and/or enrolment decision made by NDA.

- An unmarked copy of the assessment submission will be reviewed by an appropriately qualified member of staff who was not involved in the initial assessment.
- The Managing Director will investigate the appeal and will make the final determination on the outcome.
- The Assistant Manager will inform all stakeholders of the appeal outcome in writing within seven (7) days of reassessment taking place.
- Where the appellant is not satisfied with the outcome of appeal, a review of the appeal process may be heard by a third party independent of NDA and the appellant.
- NDA will work to resolve the appeal within 30 calendar days of NDA receiving the **Appeals Form** from the student.
- Where more than 30 calendar days (including any review process) are required to process and finalise the appeal, NDA will:
 - inform the complainant or appellant in writing, including reasons why more than 30 calendar days are required, and
 - regularly update the complainant or appellant on the progress of the matter.
- All documents relating to the appeal will be stored in the client's files in accordance with NDA's **Record Management Policy**.
- All appeal files will be reviewed in accordance with NDA's **Continuous Improvement Policy**.

6. Relevant Standards

NDA has regulatory obligations that are recognised in this policy. This policy and the resulting practices recognise the Standards for Registered Training Organisations (SRTOs) 2015, specifically clauses 6.2, 6.3, 6.4, 6.5.

7. Relevant Documents

- Appeals Form
- Continuous Improvement Policy
- Record Management Policy
- Complaints Policy



Appeals Form

Person Requesting Appeal:

Name:	
Email Address:	
Phone Number:	
Date Reported:	
Reported to:	

Assessment details to be appealed:

<p><i>Please provide details:</i></p> <ul style="list-style-type: none">• <i>Date of assessment</i>• <i>Assessor</i>• <i>Unit/s</i>• <i>Reason for appeal</i>
Signature of Appellant:

Please send completed form to Assistant Manager at rto@nda.com.au



Office Use Only:

Appeal ID #	
Reviewing Staff Member:	
Receipt of appeal acknowledged:	<input type="checkbox"/> Yes <input type="checkbox"/> No Date:
Assessment reassessed:	<input type="checkbox"/> Yes <input type="checkbox"/> No Date:
Assessment Outcome:	<i>Please detail what the second assessor's decision was and if this is different to the initial assessment.</i>
All parties informed of decision:	<input type="checkbox"/> Yes <input type="checkbox"/> No Date:
If issue not resolved:	<i>Describe third party action taken</i>
Outcome logged:	<input type="checkbox"/> Yes <input type="checkbox"/> No Date:
Subsequent action (continuous improvement):	

Signed:

Managing Director (Karina Stojansek)

Date:

