


Aged & Community Services Association of NSW & ACT Assessment Appeals		LC 15LD  <small>Aged & Community Services Association of NSW & ACT Incorporated ABN: 13 737 853 254</small>
Section(s) Revised: All Reviewed: 24/11/99; 1/2/01 ; 26/11/02; 31/7/06; 15/3/08		Page: 1 of 2
Authorised By: Learning & Development Manager	Issued To: Learning Centre Staff Trainers and Assessors	

1. Overview

The ACS Learning Centre has a fair and equitable process for dealing with participants' appeals.

2. Policy

The ACS Learning Centre recognises that participants have the right to appeal assessment decisions. ACS will deal with all appeals within five working days of the appeal being brought to the notice of the Trainers/Assessors or staff.

3. Protocol

Participants' rights of appeal are communicated in the Participant Handbook, which is explained at the commencement of the course or qualification.


Trainers and assessors are instructed to ask participants if they have any problems with the assessment decision at the post assessment briefing.

Appealing Assessment decisions

Participants are eligible for re-assessment. See Assessment Course/Qualification LC 03LD.

4. Procedure

- 4.1 A formal Complaint/Grievance/Appeal Notification Form FLC07 needs to be completed if the participant wishes to appeal a workplace or written assessment result. This is to be lodged with the RTO Coordinator or Learning and Development Manager for action within 14 days of participant receiving the assessment result. Upon receipt of the form the Complaint register is completed.
- 4.2 The Learning and Development Manager has the right to solicit such assistance from the trainer/assessor, the Senior Management Team, as seems appropriate for a speedy resolution of the issue.
- 4.3 In the first instance a new assessor will be appointed to reassess the candidate.
- 4.4 Where the participant feels that this resolution is not satisfactory, they may submit a written letter to the Chief Executive Officer for consideration.
- 4.5 In such cases the Chief Executive Officer will assess the appeal and make either of the following decisions:
 - Accept the outcome of the reassessment as final
 - Agree to have the matter mediated by an independent arbitrator.

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- 4.6 A written outcome is provided to the participant and a copy is retained on the grievance register.
- 4.7 Where the involvement of an arbitrator is required the Chief Executive Officer will follow the course of action detailed below:
- 4.7.1 Provision of appropriate documentation if required by an independent arbitrator regarding the issue.
 - 4.7.2 Secondary discussion with the participant, independent arbitrator and any management representatives.
 - 4.7.3 Documentation of an agreed course of action and signature by all parties.
 - 4.7.4 Advising the original assessor and if required provide coaching and support.