

1. Purpose

AAMC Training Group is committed to providing quality training and assessment in accordance with the ASQA Standards for Registered Training Organisations (RTOs) 2025, specifically Quality Area 2 – VET Student Support, Outcome Standard 2.5 (Feedback, Complaints and Appeals).

This policy outlines the process for students and clients to request a **review of assessment decisions** made by AAMC Training Group or its third-party providers (of which currently there are none). Matters not related to assessment decisions are managed under the **Complaints Policy and Procedure**.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies regarding assessment can be raised and resolved. The Appeals policy provides opportunity for appeals to be recorded, acknowledged and dealt with in a timely manner.

This policy applies to all AAMC Training Group staff, assessors, contractors, third-party partners (where they exist), and students engaged in nationally recognised training programs, where the appeal relates to an **assessment decision**.

The object of this policy is to ensure that AAMC Training Group staff and contractors (and any third-party should this relationship arise), act in a professional manner at all times. This policy provides clients with a clear process to register an appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

2. Policy Statement

AAMC Training Group acknowledges that clients have the right to appeal an assessment decision, based on valid grounds for appeal.

AAMC Training Group has provision for clients to appeal against assessment decisions.

AAMC Training Group ensures that clients have access to a fair and equitable process for lodging an appeal against an assessment decision. In doing so, AAMC Training Group:

- has written processes in place for collecting and dealing with appeals in a constructive and timely manner;
- ensures that these procedures are communicated to all staff, third party partners and clients;
- ensures that each appeal and its outcome are recorded in writing;
- ensures that each appeal is heard by an independent person or panel;
- ensures that each appellant has the opportunity to formally present his or her case;
- ensures that each appellant is given a written statement of the appeal outcomes, including reasons for the decision;
- will manage all appeals confidentially and with procedural fairness. Appellants will not be victimised or disadvantaged for lodging an appeal in good faith;
- takes appropriate action upon the subject of any appeal that is found to be substantiated;
- utilises outcome of appeals to review current practices which may possibly lead to continuous improvement if applicable;

- records all outcomes of appeals, including actions taken in the **Appeals Register** and retained in accordance with the **Records and Data Management Policy**;
- Identify trends through the appeals process and review and document in the **Continuous Improvement Register**;
- Guarantees that no learner will be disadvantaged, discriminated against, or treated unfairly for lodging an appeal in good faith.

Where an appellant remains dissatisfied after all internal processes are complete, they may request an external independent review by a qualified assessor not previously involved in the decision or escalate the matter to the National Training Complaints Hotline (1800 000 674) or the relevant state/territory training authority.

3. Definitions

3.2 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2025.

- a) **Appeal:** A formal request for a review of an assessment decision.
- b) **Appellant:** A student or client lodging an appeal.
- c) **Third Party:** An organisation or individual delivering training or assessment on behalf of AAMC Training Group, but does not include a contract of employment between an RTO and its employee.
- d) **Independent Reviewer:** A person not involved in the original assessment decision, appointed to review the appeal objectively.
- e) **Assessment:** Means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

4. Policy Principles

Learners are encouraged to seek informal resolution directly with their assessor or trainer before submitting a formal appeal. Where this does not resolve the matter, the formal process below applies.

Appeals must be lodged within 30 calendar days of the student receiving the assessment decision. All appeals will be acknowledged in writing within five (5) business days, and resolved, where practicable, within twenty (20) business days of lodgement.

If the appeal will take in excess of 60 calendar days to finalise, AAMC Training Group will inform the appellant in writing, providing reasons for the delay and regular progress updates.

Underpinning Principles

- a) Clients have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- b) The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- c) The appeals policy is publicly available, via AAMC Training Group website.
- d) The appellant can provide detail of their appeal either verbally and/or in writing.
- e) Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- f) All appeals are acknowledged in writing and finalised as soon as practicable.
- g) AAMC Training Group may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- h) If the appeal will take in excess of 60 calendar days to finalise AAMC Training Group will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- i) AAMC Training Group strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- j) All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training

4.2 Grounds for Appeal

Valid grounds for an appeal against an assessment decision (where the client feels the assessment decision is incorrect) could include the following:

- a) The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- b) The judgement was not made in accordance with the Assessment Plan;
- c) Alleged bias of the assessor;
- d) Alleged lack of competence of the assessor;
- e) Alleged wrong information from the assessor regarding the assessment process;
- f) Alleged inappropriate assessment process for the particular competency;
- g) Faulty or inappropriate equipment; and/or
- h) Inappropriate conditions.

4.3 Appeal Outcomes

An investigation into an Appeal may result in one of the following outcomes:

- a) Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be re-assessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with AAMC Training Group assessment policy the client will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. re-submit further evidence; or
 - iii. submit/undertake a new assessment.

5. AAMC Training Group (RTO) Responsibilities

The Director of AAMC Training Group is the Appeals Resolution Officer. The Director may delegate responsibility for the resolution of the appeal if necessary.

Details concerning the scope of the Appeals Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process and AAMC Training Group website.

6. Appeals

Appeals Process

All appeals shall follow the below process:

- a) Appeal to be made in writing within 30 calendar days of notification of the assessment decision using the Appeals form.
- b) A submitted Appeals form will constitute a formal appeal from the appellant. Further detail may be provided by the appellant verbally.
- c) The Director of AAMC Training Group shall be informed of receipt of any appeal.
- d) The Director of AAMC Training Group may delegate responsibility for the resolution of the appeal, as appropriate.
- e) Appeals will be processed in accordance with the Appeals flowchart – Annex A.
- f) Appeals, where possible, are to be resolved within 28 days of the initial application.
- g) In all cases the final conclusion will be endorsed by the Director of AAMC Training Group.
- h) The appellant will be advised in writing of the outcome of their appeal, within seven (7) days of the resolution.
- i) If the outcome is not to the satisfaction of the appellant, they may seek an appointment with the Director AAMC Training Group.

- j) If the appellant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal.

7. Access & Equity

The AAMC Training Group Access & Equity Policy applies. (See Access & Equity Policy)

8. Records Management

Records of all appeals and their outcomes are maintained securely.

Records of appeals will include:

- a) How the appeal was dealt with;
- b) The outcome of the appeal;
- c) The timeframes for resolution of the appeal;
- d) The potential causes of the appeal; and
- e) The steps taken to resolve the appeal.

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

9. Monitoring and Improvement

All appeals practices are monitored by the Director of AAMC Training Group and will be discussed at Management Review Meetings with areas for improvement identified and acted upon. (See Continuous Improvement Policy)

10. Related Documents and References

- Complaints Policy and Procedure
- Records and Data Management Policy
- Continuous Improvement Policy
- Assessment Policy and Procedure
- ASQA Standards for RTOs 2025 – Quality Area 2, Outcome Standard 2.5