

APPEALS POLICY

Purpose

The purpose of this policy is to provide clear and practical guidelines to ensure that appeals of students can be resolved in accordance with the Standards for Registered Training Organisations 2015 enabling students and clients to be informed of their rights and the AILC's responsibilities under the Standards.

Scope

The appeals policy applies to all students enrolled with the AILC.

Policy

The Australian Indigenous Leadership Centre has a defined appeals policy that will ensure all appeals are addressed fairly, effectively and efficiently and in accordance with the outlined procedures.

The AILC strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all learners have access to rigorous, fair and timely appeals processes. All appeals will be reviewed as part of the continuous improvement process.

Appeals forms along with policies and procedures are available on [the AILC's website](#).

Procedure

External Appeals

All students have the right to appeal the decisions made by the RTO. The student will be advised that if an independent party is used in the appeals process, then the student will be required to cover any costs associated.

- The selection of the independent party shall be communicated with the learner.
- The RTO will make contact with the independent third party and provide all documentation including the student's details.
- If an appeal is recognised as requiring more than 60 calendar days to resolve, the student will be notified in writing as to why the process requires more than 60 calendar days. The student will be updated regularly on the progress.

- The independent third party will contact RTO management and the student to arrange a time for further discussions.
- Once a proposed solution has been made, the independent third party will contact the RTO management and the student in writing and will require immediate implementation by both parties. All proposed solutions made by the independent third party are final.

Assessment Appeals

Where a student wishes to appeal assessment results, they are required to notify the RTO within ten days of receiving the competency decision.

- Students will need to submit an appeal using the appeals form. The appeals form can be found on the [AILC website](#) or by contacting enquiries@ailc.org.au
- Once the form is received by the AILC, a meeting will be scheduled with the student and the RTO to discuss the reason for the appeal.
- The assessment appeal will be processed within ten days of the RTO management meeting with the student.
- As required, student files will be adjusted and all appeals will be kept on the student's file.

Staff delivering training on behalf of the AILC will be required to:

- Clarify all aspects of assessment prior to commencement to ensure students understand the requirements.
- Provide all relevant information to students on their right to appeal an assessment decision and the accompanying appeals procedure.

Record Keeping

The AILC will maintain all records of appeals and their outcomes. Records of all informal, formal complaints and appeals will be recorded in the student file and kept on the AILC's Appeals Register. The AILC will use this information to review processes and practices to ensure there is no likelihood of a reoccurrence.

The AILC Privacy Policy states that the AILC will endeavour to ensure that personal information remains confidential and secure and is only used for the primary purposes for which it was collected.

Review

The appeals policy and procedure will be revised and updated annually.

Authorisation

The appeals policy and procedure has been approved by the Chief Executive Officer of the Australian Indigenous Leadership Centre

Version	Created/reviewed	Changes	By whom
1	16/03/2018	New policy created in response to Standard 6	Peter de Deckker
2	11/01/19	Reviewed and updated	Paulette Thacker