

VET Appeals

Date of approval	10 August 2023	Approved by	Academic Board
Date of effect	10 August 2023	Review date	31 August 2026
Relates to	Assessment Rules Academic Rules	Version	v1 2023
Responsible Owner	Director VET Business Operations		
Functional Manager	Director VET Business Operations		

1. Outline

- 1.1 The purpose of this policy is to set out the actions that should be taken by an appellant, VET Lecturer/Assessor and the VET Division of the Batchelor Institute of Indigenous Tertiary Education (the Institute) when a learner or student wishes to appeal against an assessment decision. It is ancillary to the Academic Rules and the Assessment Rules of the Institute.

2. Summary

- 2.1 This policy applies to all situations in which the Institute delivers nationally accredited VET Courses, Accredited Courses and/or nationally recognised skills sets.
- 2.2 This policy covers the following issues:
- The right of appeal,
 - VET Lecturer/Assessor actions,
 - Second opinion,
 - Unresolved appeals,
 - Confidentiality and record keeping, and
 - Responsibilities.

3. Policy Statement

3.1 The right of appeal

- 3.1.1 All students currently enrolled in a nationally accredited qualification or nationally recognised skillset have the right of appeal against a competency assessment decision that they do not agree with.

- 3.1.2. If a student is not satisfied with the competency assessment outcome, in the first instance, they should discuss their concerns and point of view with their assessor to seek clarification of the judgement. If the student remains dissatisfied with the assessment outcome then the Student may request a second opinion or submit an appeal against the decision by completing the *Application for Appeal of Assessors Decision or Institute Student Complaint Form*. The student should make their intention to appeal within 30 days after the decision by the Assessor. Appeals beyond this date may also be considered. Appeals beyond 6 months from the date of completion may become problematic as student evidence may have legitimately been destroyed beyond this date.
- 3.1.3 An official Appeal should be submitted by the VET Lecturer/Assessor, to the relevant Senior Lecturer within 30 days of the assessment decision being disputed.

3.2 Lecturer/Assessor actions

- 3.2.1 When the student approaches a Lecturer/Assessor for an appeal against an assessment outcome, the Lecturer/Assessor must:
- Re-check their records for the particular assessment/s being questioned, and determine if the assessment outcome should remain unchanged or be reviewed;
 - Communicate to the student the reasons for the overall assessment; and
 - Indicate to the student that they have the right to seek a second opinion in writing, by another qualified assessor on the matter, and if that is not resolved to their satisfaction that they may officially appeal by completing the *Application for Appeal of Assessors Decision or the Institute Student Complaint Form*.
- 3.2.2 The Lecturer/Assessor should record on the student file the date of the student's requests and their determinations leading up to the student lodging an official appeal. Any changes to the assessment decision will need to be recorded and approved by the Lecturer/assessor's manager or other supervisor. Any changes that effect an overall student grade for one or more units of competency must be communicated, formally, to the Student Administration Team within 14 (fourteen) days.

3.3 Second opinion

- 3.3.1 It is the responsibility of the Lecturer/Assessor who dealt with the original appeal to organise a second opinion, if it is requested by the student in writing.
- 3.3.2 The person who has been organised to review the decision must be a qualified VET Lecturer/Assessor with industry and training currency, and competency in the qualification concerned. The reviewing assessor must be provided with:
- All the relevant student assessment documentation,
 - Assessor Guides with the Benchmarks, and
 - The copy of the request for a second opinion by the student.
- 3.3.3 The student should be informed of the progress of the appeal and be called for a meeting to discuss the final assessment outcome

3.4 Unresolved appeals

- 3.4.1 If the student is still not satisfied with the decision made by the second assessor, the student can lodge an official appeal with the Senior VET Administrator of the VET Division within 14 (fourteen) days of receiving the decision.
- 3.4.2 The Manager VET Business Operations should place the appeal papers with the Manager Quality Assurance for review with the findings being forwarded to the Director of VET Business Operations.
- 3.4.3 The Director of VET Business Operations may make recommendations for an external assessor to review the assessor's judgments or may dismiss the appeal within 14 (fourteen) days of receiving the request.
- 3.4.4 The final decision of the Director of VET Business Operations will not be subject to any further appeal.

3.5 Confidentiality and record keeping

- 3.5.1 Confidentiality must be maintained when any official VET appeal is in progress.
- 3.5.2 All decisions and actions taken regarding any appeal should be recorded with dates on the file of the student concerned.

4. Responsibilities

Responsibilities are as outlined in Section 3.

5. Acronyms & Terms

Acronym/Term	Definition/Description
Appellant	Student/learner submitting and appeal against an assessment decision.
AQF	Australian Qualifications Framework
Assessors	Persons who assess a learner's competence in accordance with Clauses 1.13 to 1.16 of the Standards for RTOs 2015.
Institute / the Institute	Batchelor Institute of Indigenous Tertiary Education
Learner/Student	A person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.
Statement of Attainment	A statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Acronym/Term	Definition/Description
RTO	Registered Training Organisation
VET	Vocational Education and Training

6. Supporting Documents

- Academic Rules,
- Assessment Rules,
- Student Complaints, Grievances and Appeals Policy,
- Student Complaints, Grievances and Appeals Procedure,
- Application for Appeal of Assessors Decision, and
- Institute Student Complaints Form.

7. Related documents

- Australian Qualifications Framework,
- *National Vocational Education and Training Regulator Act 2011*,
- Standards for RTOs 2015, and
- Standards for RTOs 2015 – Users' Guide.

8. Modification history

Date	Version	Sections modified	Authority	Details
September 2015	1	New policy	Academic Board	
September 2020		Policy Owner & Contact Officer	Senior Policy Officer	Change of Policy Owner to Dean VET
August 2023	v1 2023	Review and update	Academic Board	Review and update

9. Feedback

If you have any comments or feedback about this Policy, please contact the Director VET Business Operations.