



Policy Number & Name: RTOPRO069 Assessment Appeals Policy

Policy Area: Training and Assessment

Authorised by: Course Advisory and Development Committee

CRICOS Provider No 03582D

Organisation Definition

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the “college” should be considered a reference to any these respective trading names.

Crown College RTO – includes the following Registered Training Organisations as identified on www.training.gov.au

- Crown Melbourne Ltd trading as Crown College RTO ID # 3743
- Crown Training Pty Ltd RTO ID # 40529

Portfolio – relates to the following three key operational sectors;

- Hotels, Retail, Food & Beverage
- Support Services, including Security & Surveillance
- Gaming

1. Policy

1.1 Crown College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (RTO’s) 2015. As such, Crown College has a policy and processes in place to manage requests for a review of assessment decisions.

1.2 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.

1.3 This policy provides opportunity for appeals to be recorded, acknowledged and dealt with in a timely manner.

2. Scope

2.1 This policy applies to all Crown College trainers and assessors, and contractors, student administration and any third parties engaged in any activities for and on behalf of, Crown College.

2.2 The policy provides the opportunity for assessment appeal to all students of Crown College.

Policy Statement

Crown College acknowledges that all students have the right to appeal an assessment decision, based on valid grounds for appeal.

Crown College has provision for students to appeal against assessment decisions, including those made by a third party partner if applicable.

Crown College ensures that students have access to a fair and equitable process for lodging an appeal against an assessment decision.

In doing so, Crown College:

- a. has written processes in place for collecting and dealing with appeals in a constructive and timely manner;
- b. ensures that these procedures are communicated to all employees, trainers and assessors/contractors, third party partner if applicable and students;
- c. ensures that each appeal and its outcome are recorded in writing;
- d. ensures that each appeal is heard by an independent person or panel;
- e. ensures that each appellant has the opportunity to formally present their case;
- f. ensures that each appellant is given a written statement of the appeal outcomes, including reasons for the decision;
- g. takes appropriate action upon the subject of any appeal that is found to be substantiated; and
- h. utilises outcomes of appeals to review current practices which may potentially lead to continuous improvement.

3. Responsibility

3.1 The Academic Manager is responsible for the implementation of this policy.

4. Procedures

4.1 Students 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.

4.2 The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.

4.3 The Assessment Appeals policy is publicly available, via the Crown College website.

4.4 The appellant can provide details of their appeal in writing.

4.5 All assessment appeals must be lodged within seven (7) working days of the date of the assessment result notification to the student.

- 4.6 If the assessment appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- 4.7 Every assessment appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- 4.8 All assessment appeals are acknowledged in writing and finalised as soon as practicable.
- 4.9 Crown College 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.
- 4.10 If the appeal will take in excess of sixty (60) calendar days to finalise Crown College will inform the appellant in writing providing the reasons why more than sixty (60) calendar days are required. The appellant will also be provided with regular updates on the progress of the assessment appeal.
- 4.11 Crown College 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.
- 4.12 All assessment appeals will be handled “In-Confidence” and will not affect or bias the progress of the student in any current or future training.

4.2 Grounds for Appeal

- 4.2.1 Valid grounds for an appeal against an assessment decision (where the student feels the assessment decision is incorrect) could include the following:
- i. The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
 - ii. The judgement was not made in accordance with the Assessment Plan;
 - iii. Alleged bias of the assessor;
 - iv. Alleged lack of competence of the assessor;
 - v. Alleged wrong information from the assessor regarding the assessment process;
 - vi. Alleged inappropriate assessment process for the particular competency;
 - vii. Faulty or inappropriate equipment; and/or inappropriate conditions.

4.3 Appeals

- 4.3.1 All appeals shall follow the following process:
- 4.3.2 An assessment appeal must be made in writing within seven (7) calendar days of notification of the assessment decision using the Crown College Assessment Appeals form.

- 4.3.3 A submitted Assessment Appeals form will constitute a formal appeal from the appellant.
- 4.3.4 Further detail may be provided by the appellant verbally if required.
- 4.3.5 The Academic Manager of Crown College shall be informed of receipt of any assessment appeal.
- 4.3.6 The Academic Manager of Crown College may delegate responsibility for the resolution of the assessment appeal, as appropriate.
- 4.3.7 Assessment appeals, where possible, are to be resolved within twenty-eight (28) days of the initial application.
- 4.3.8 In all cases the final conclusion will be endorsed by the Academic Manager of Crown College.
- 4.3.9 The appellant will be advised in writing of the outcome of their appeal, within seven (7) days of the resolution.
- 4.3.10 If the outcome is not to the satisfaction of the appellant, they may seek an appointment with the Group Manager – Operations of Crown College.
- 4.3.11 If the appellant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal.

4.3 Appeal Outcomes

- 4.3.1 An investigation into an assessment appeal may result in one of the following outcomes:
- 4.3.2 The Appeal being 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 or arranged.
- 4.3.3 The Appeal being rejected, or not upheld in accordance with Crown College's Assessment Policy in which case, the student will be required to:
 - i. Undertake further training or experience prior to further assessment; or
 - ii. Re-submit further evidence; or
 - iii. Submit or undertake a new assessment.

4.4 Crown College Responsibilities

- 4.4.1 The Academic Manager of Crown College is the Assessment Appeals Resolution Officer.
- 4.4.2 The Academic Manager may delegate responsibility for the resolution of the appeal if necessary.

4.4.3 Details concerning the scope of the Assessment Appeals Policy are to be clearly displayed throughout the organisation and contained within the Employee Induction Process, Student Handbook and Crown College website.

5. Related Documents

Assessment Policy
Assessment Appeals Lodgement Form
Assessment Appeals Progress Form
Assessment Appeals Register
Complaints and Appeals Policy

6. Policy Publication

All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

7. Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Appellant is the person making the appeal.

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.

Student refers to a person undergoing training or similar activities provided by Crown College or any third parties engaged by Crown College.

Third party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

8. Amendment Schedule

Table detailing any amendment made to the policy between review dates:

Date	Modification	Version	By
22.5.2017	Updated formatting and numbering system	2.0	Vanessa Hoppe

Document ID RTOPRO069	Version No 2.0	Controlled copy, uncontrolled when printed
Release Date May 2017	G:\HR\TRAINING\8. POLICIES, PROCEDURES & FORMS\RTOPRO069 Assessment Appeals V2.0.docx	

ANNEX A: Crown College Appeals Process

