

AMS RTO Appeals Policy

Purpose

Aerodrome Management Services Pty Ltd (AMS) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs). As such, AMS are required to have a policy and processes in place to manage requests for a review of assessment decisions.

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 is intended to provide students with a clear process on how to register an appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes, and AMS training staff monitor and manage appeals in a professional manner.

Policy Statement

AMS acknowledges that clients have the right to appeal an assessment decision, based on valid grounds for appeal. Clients will be provided access to a fair and equitable process for lodging an appeal against an assessment decision.

AMS ensures:

- it has written processes in place for dealing with appeals in a constructive and timely manner,
- that these procedures are communicated to all RTO staff and clients,
- that each appeal and its outcome are recorded in writing,
- that each appeal is heard by an independent person or panel,
- that each appellant can formally present their case,
- that each appellant is given a written statement of the appeal outcomes, including reasons for the decision,
- that it takes appropriate action upon the subject of any substantiated appeal, and
- it utilises the outcomes of any appeal to review existing practices which may potentially lead to continuous improvement.

1 Policy Principles

1.1 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, or where they feel the assessment decision is incorrect and they have grounds for an appeal.

- b) AMS strives to deal with appeal issues as soon as they emerge to avoid further disruption or the need for a formal complaint process.
- c) The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- d) The appellant can provide detail of their appeal in writing.
- e) All appeals must be lodged within seven (7) calendar days of the date of the assessment result notification.
- f) If the 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 external review will be advised to the appellant before proceeding.
- g) Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- h) All appeals are acknowledged in writing and finalised as soon as practicable.
- i) AMS 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.
- j) If the appeal will take in excess of sixty (60) calendar days, AMS will inform the appellant in writing providing the reasons why more time is required.
- k) All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.
- l) The appeals policy is made publicly available via the AMS website.

1.2 Grounds of 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 level of competency,
- g) faulty or inappropriate equipment, and/or
- h) inappropriate conditions.

1.3 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 AMS assessor,

- ii appropriate recognition will be granted to the student,
 - iii a new assessment will be conducted/arranged.
- b) Appeal is rejected/not upheld, in accordance with the AMS 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.

2 Appeals Process

All appeals shall follow the below process:

- a) The appeal must be made in writing within seven (7) calendar days of the assessment date to the RTO Training Lead at training@amsaustralia.com . A submitted Appeals Form will constitute a formal appeal from the appellant. Further detail may be provided by the appellant verbally to AMS.
- b) The CEO of AMS shall be informed of receipt of any appeal by the Training Lead.
- c) Appeals, where possible, are to be resolved within twenty-eight (28) days of the initial application.
- d) In all cases the outcome will be endorsed by the CEO of AMS.
- e) The appellant will be advised in writing of the outcome of their appeal, within seven (7) calendar days of the resolution.
- f) If the outcome is not to the satisfaction of the appellant, they may seek an appointment with the CEO and Training Lead of AMS.
- g) If the appellant is not satisfied with the decision, they have the option to seek outside assistance to pursue the appeal.

3 Responsibilities

The Training Lead is the Appeals Resolution Officer.

Details concerning the scope of the AMS Appeals Policy are contained within the AMS Trainer Induction Process, the AMS Student Handbook, and the full policy is available publicly on the AMS website.

4 Access & Equity

The AMS Access and Equity Policy applies to this Policy.

5 Records Management

Records of all appeals and their outcomes are maintained securely in SERA. Records of appeals will include:

- i How the appeal was dealt with,
- ii The outcome of the appeal,

- iii The timeframes for resolution of the appeal,
- iv The potential causes of the appeal, and
- v The steps taken to resolve the appeal.

6 Monitoring and Improvement

All appeals practices are monitored by the RTO Training Lead in conjunction with the Technical Services Manager. Where applicable, appeals will be discussed at Training Review Meetings (Internal Validation) in accordance with the AMS RTO Continuous Improvement Policy.