

Appeals Policy

1. Purpose

To ensure that Global Skills Development have a fair and unbiased appeal process accessible to all students.

2. Scope

This policy is relevant to all students involved in training and who wish to make an appeal regarding an assessment outcome or grade. It relates to the completion of training and marking outcomes of assessments.

3. Principles

- a. All Global Skills Development students have the right to appeal an unfavourable assessment decision
- b. Students should first discuss their concerns with their assessor and only apply for appeal if they are unable to resolve the matter. Students may be required to demonstrate that they have consulted with the original decision maker and sought review of the decision before making a formal appeal.
- c. Assessment decisions must be made consistently across the training organisation in line with the *rules of evidence* and *principles of assessment*.
- d. The grounds for a student to apply for an appeal are generally limited to:
 - a. A breach of procedural fairness having occurred in the resolution of a formal decision; or
 - b. The appropriateness of any conditions contained within the decision; or
 - c. New evidence of extenuating circumstances which has not been previously considered.
- e. Students seeking an appeal will not be discriminated or reprimanded in any way
- f. All appeals will be handled without bias and in confidentially
- g. Decisions regarding appeals will be made by an independent decision maker
- h. Students have the right to contact or lodge a complaint with external organisations at any time.
- i. The following complaints handling services provide free and impartial external appeals processes which complainants may choose to access:
 - a. The relevant State Ombudsman has jurisdiction to investigate administrative actions undertaken by RTOs. Generally, the Ombudsman only investigates claims once all internal complaints avenues have been exhausted.
 - b. The Australian Human Rights Commission can investigate complaints of discrimination or breach of human rights. Students may contact the Commission at any time.
- j. Until appeal outcomes are determined, a student who applies for appeal will be permitted to:
 - a. Complete any other outstanding assessment tasks
 - b. Remain enrolled in their units
 - c. Withdraw from current and future enrolled units
 - d. Withdraw from their course

- k. Records of all appeals will be kept in student files in GSD’s student management system.
- l. Decisions made under the GSD Appeals Policy and associated procedures are final decisions and there is not further right to appeal at GSD.

4. Definitions

Rules of Evidence

Validity	The assessor must be assured that the student has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirement.
Sufficiency	The assessment must be assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a student’s competency.
Authenticity	The assessor must be assured that the evidence presented for assessment is the student’s own work.
Currency	The assessor must be assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past

Principles of Assessment

Fairness	<ul style="list-style-type: none"> • The individual student’s needs are considered in the assessment process. • Where appropriate, reasonable adjustments are applied by the training provider to consider the individual student’s needs. • The training provider informs the student about the assessment process and provides them with the opportunity to challenge the result of assessment and be reassessed if necessary.
Flexibility	<p>Assessment is flexible to the individual by:</p> <ul style="list-style-type: none"> • reflecting the student’s needs • assessing competencies held by the student no matter how or where they have been acquired, and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>An assessment decision of the training provider is justified, based on the evidence of performance of the individual student.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance • Assessment of knowledge and skills is integrated with the practical application

	<ul style="list-style-type: none"> • Assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations, and • Judgement of competence is based on evidence of student performance that is aligned to the unit(s) of competency and associate assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

5. Roles, responsibilities, and delegations

Role	Responsibility
Trainers/Assessors	<p>Ensure learners are made aware of the appeals policies and processes</p> <p>Respond to issues raised by students and attempt to resolve disagreements about assessment outcomes without the need for independent review.</p>
Compliance Support Officer and National Compliance Manager	Examine and manage each appeal professionally and without bias
Global Skills Development employees	Read and understand the appeals policy and processes and assist learners where possible

Information	
Approval Date	7/7/2022
Effective Date	7/7/2022
Review Date	7/7/2023
Policy Owner	National Compliance Manager
Approving Authority	CEO and Managing Director
Legislation and Standards	Standards for RTOs Smart and Skilled operating guidelines
Related policies and procedures	Appeals process
Related forms	Appeals form

Student Appeals Procedure

The student should first discuss the issue with the assessment with the assessor and attempt to resolve the issues without the need for formal appeal.



If unresolved through informal means the student may choose to apply for an appeal. This must be submitted via the GSD Application for Appeals form within 10 days of the original assessment decision, and must demonstrate a breach of procedural fairness, and/or the appropriateness of any conditions contained within the original decision.



The Request for Review will be provided to a suitably qualified review officer in a delegation band higher than the Original Decision Maker who will review the information provided and make a determination.



The review officer will provide the student with a written decision which includes reasons for the decision within 4 weeks.