

## APPEALS POLICY

### Policy Purpose:

SWQ Training Pty Ltd is committed to providing ongoing and high quality services to all our clients. This policy outlines our obligations in relation to requests for review of decisions, including appeals of assessment outcomes.

### Policy Scope:

This policy details our obligations in managing and responding to requests to review assessment decision made by SWQ Training or a third party providing services of behalf of SWQ Training. Participants may appeal decisions made for any assessment method, including assessment through short course or recognition of prior learning.

### Receiving Complaints:

Where a participant has a concern with their assessment outcome, we encourage that this be raised with their Trainer/Assessor in the first instance. The Trainer/Assessor will discuss the matter with the participant, and may resolve the issue without any further action required. If appropriate, the Trainer/Assessor may seek direction from the Manager or Director.

Where an issue or concern cannot be addressed, or the participant is still dissatisfied with their outcome, the participant may formally appeal the assessment decision. The appeal may be made in-person, over the phone or via email/letter to SWQ Training, but must be received with 14 days of receiving their original result. All appeals received by SWQ Training will be referred to the Manager in the first instance, and recorded on an Assessment Appeals Form. The Manager will provide written confirmation to the appellant that their request has been received and will be actioned accordingly.

### Taking Action:

Upon receipt of an appeal, the Manager will review the details and gather additional information from the relevant parties. The Manager will aim to discuss the assessment with other qualified Trainer/Assessors, and will review the benchmark answers to identify any inconsistencies. Through this process the Manager will determine if:

- The appeal will be upheld – the assessment may be updated based on the review conducted, and the assessment outcome amended accordingly
- The appeal will be overturned – the assessment has been completed in accordance with the requirements of SWQ Training, and the result is considered fair

### Responding to Appeals:

Throughout this process, the Manager will provide regular updates to the appellant regarding the status of their appeal. SWQ Training aim to resolve all appeals within 30 days, and will provide details of any delays as they occur.

### Independent Review:

Where an appeal cannot be resolved between the two parties, or the appellant is dissatisfied with the outcome of the appeals process, the appellant may request that the appeal be reviewed by an independent third party. In this situation, SWQ Training will make all documentation available to the independent third party for review.

### Finalising Appeals:

Once all parties are satisfied with the action taken in resolving the appeal, the Manager will finalise the appeal. All documentation will be recorded for quality control and continuous improvement purposes.

### Related Standards:

Related standards include:

1. Standards for Registered Training Organisations (RTOs) 2015:
  - a. Standard 6

### Related Documents:

Related documents include:

1. Assessment Appeals Form