

Appeals Policy

Background:

This policy is aimed at our clients (learners) who are training in a qualification, skill set or unit of competency offered by Recognition First. It outlines the process they should follow when submitting an appeal and the process of the resolution of that appeal. Recognition First staff use this policy to ensure that all appeals are dealt with in a consistent manner. This policy contributes to the collection and analysis of data for continuous improvement.

Policy Statement:

Recognition First is committed to ensuring that its assessment tools and processes are: *valid, reliable, fair* and *flexible* in accordance with the principles of assessment. There may be occasions when a client is dissatisfied with an assessment decision, in which case they may seek a review of that decision. This is an appeal. Whilst it is recognised that Recognition First cannot guarantee that all clients will be completely satisfied with its assessment decisions, we respect every individual's right to appeal a decision.

Procedure:

Our appeals handling process aims to:

1. Provide a mechanism for clients to have any appeals addressed efficiently and effectively
2. Demonstrate compliance with Standards for National Registration 16.7

The data and information gained through this process will be fed into Recognition First's continuous improvement process. Written records are kept of every appeal in each client's individual file and in an Appeals Register. Recognition First will act upon any appeal found to be substantiated.

For detailed step-by-step instructions please refer to the process mapping on the second page of this document.

If clients are unable to submit their written appeal within the 20 days they must obtain approval from the Recognition First Director to submit outside this period.

If a client is dissatisfied with any decisions made in this process and are publicly funded by a state/territory government they can contact:

- NSW State Training Services www.training.nsw.gov.au
- ACT Training and Tertiary Education www.det.nsw.gov.au
- SA Training Advocate www.trainingadvocate.sa.gov.au

If a client is dissatisfied with the manner in which an appeal is handled, they may submit a complaint in accordance with the Complaints Policy

Related Standards:

- Standards for NVR Registered Organisations 2012

Related Documents:

- Client Appeals Form Version 4
- Complaints Policy Version 5

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Appeals Process:

