

Appeals Policy and Procedure

Policy

The CELA Appeals Policy and Procedure is in line with the Standards for Registered Training Organisations (RTOs) 2015 and will be used as a guideline for students to enter an appeal when they are unhappy with a decision that has been made by CELA, RTO.

Scope of Policy

The CELA Board Chair and Manager, RTO will attend to all appeals made and action the appeal in line with this policy and procedure.

Procedure

The CELA, RTO appeals process is concerned with a student's right to request a change to decisions or processes of an official nature, usually in relation to academic or procedural matters. Assessment decisions also include RPL assessment decisions too.

In the case of the student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer/assessor or staff member and request re-evaluation. The CELA team member will hear the student's appeal, make a fair judgement to the best of their ability as to whether the change(s) are required, and then discuss their final decision with the student.

If the student is dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the CELA management team. The formal notice of appeal is required to comply with the following principles upon submission to CELA management:

- ▶ The notice of appeal should be made in writing, addressed to CELA for referral to the management team and submitted within **14 calendar days** of notification of the outcome of

the assessor's re-evaluation process. The appeal form is available on CELA's website, www.cela.org.au, or can be requested by email.

- ▶ The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If the student's appeal needs to be deferred due to an emergency, such as in the case of serious illness or injury, a medical certificate supporting the case must be forwarded to CELA management (email: assessments@cela.org.au). The notice of deferral must be submitted within **7 calendar days** of the conclusion date displayed on the medical certificate. The appeal committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular appeal. Members of the committee should include:
 - ▶ A representative of CELA management
 - ▶ A CELA training staff member
 - ▶ A person independent of CELA.
- ▶ It is the responsibility of CELA's management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure. All appeals will be reviewed at a CELA, RTO management meeting and, if appropriate, result in a continuous improvement process. Continuous improvement procedures may be actioned when the appeal procedure results in the identification of factors appropriate for improvement to internal operations. When the initial causative factor of the appeal identifies a problem with current CELA, RTO policies and/or procedures, the continuous improvement procedure will ensure changes are made to prevent the re-occurrence of the problem.

How to Lodge an Appeal

- ▶ Students will receive appeal-related information and forms with the Student Handbook which are published on CELA's website and the course library (Padlet). All students or candidates wishing to make an appeal or any other manner of objection in relation to the decision (e.g., assessment marking) of CELA have access to the following procedure:

Step 1: Informal Appeal

- ▶ An initial appeal will involve the appellant communicating directly with CELA's assessors/trainers/relevant staff verbally or by email. CELA management will make a decision, discuss their judgement with the appellant and record the outcome of the appeal
- ▶ Students dissatisfied with the outcome of CELA's decision may initiate the formal appeal procedure.

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Related Policies & Procedures

- ▶ Issuing Qualifications Policy and Procedures
- ▶ Marketing and Advertising Policy

Step 2: Formal Complaint/Appeal

- ▶ In case of a formal appeal against assessment marking, all students are required to wait at least 24 hours (cooling off period) before they can appeal the assessment decision
 - ▶ It is a normal procedure that all formal appeals proceed only after the informal appeal
 - ▶ The formal appeal is to be submitted in writing by way of filling out the Appeal Form
- After receiving the written appeal, CELA will notify the student acknowledging the receipt of the appeal via email
- ▶ The Manager, RTO will convene the appeal committee to reach a resolution
 - ▶ The CELA appeal committee will reach a decision on the appeal after careful considerations

Students will be informed in writing within (30) calendar days of lodging the appeal. If the resolution takes longer than 60 calendar days, appellants will be notified in writing by explaining the reasons for the delayed resolution. If the appellant is still not satisfied with the resolution of the appeal, the student may contact ASQA and lodge a written complaint against CELA or via email to: feedback@asqa.gov.au