

RTO- Assessment Appeal Policy

Introduction

The purpose of the *Assessment Appeal Policy* is to outline the management and response to requests for appeals against assessment decisions made by Riverina Community College (RCC). RCC is required to comply with the assessment requirements of the VET Quality Framework and ensure that assessment processes are fair, valid and reliable. All students enrolled with RCC are entitled to raise any concerns they have in relation to the manner in which assessment was conducted and the outcomes of assessment.

The *Assessment Appeal Policy* is based on the principles of natural justice and procedural fairness. RCC will ensure all assessment appeals are recorded, acknowledged, and dealt with fairly, efficiently, and effectively. Any appeal from RCC students will be dealt with in an equitable and impartial manner, respecting all privacy and confidentiality matters. The *Assessment Appeal Procedure* is to be followed when dealing with assessment appeals by students.

This policy relates to the *Standards for Registered Training Organisations (RTOs) 2015 Standard 6. Complaints and appeals are recorded, acknowledged, and dealt with fairly, efficiently, and effectively.*

Commencement

The commencement date of this Policy is 16th January 2024. It replaces all other Appeals Policies whether written or not.

Application and Definitions

This policy covers assessment appeals lodged by:

- students currently enrolled in an accredited RCC qualification, skill set, or units of competency in which summative assessment decisions are made regarding the student's performance in meeting the assessment requirements.

Assessment is:

- the process of collecting evidence and making a judgement on whether competency has been achieved, to confirm that a student can perform to the standard required as specified in a training package or a vocational education and training (VET) accredited course.

An assessment appeal is:

- a formal request to review an assessment result, including how the assessment was conducted and the outcome of an assessment of evidence provided for Recognition of Prior Learning (RPL).

Recognition of Prior Learning (RPL) is:

- an assessment process that assesses the competencies of an individual that may have acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

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An appellant is:

- an individual or several individuals who lodge an appeal e.g. student.

Assessment Appeals Register is:

- a register maintained by RCC of all assessment appeals received and subsequent findings which is monitored as part of the continuous improvement process.

Responsibilities

It is crucial that RCC's *Assessment Appeal Policy* and the *Assessment Appeal Procedure* is publicly available and understood so that individuals have the right to a fair and equitable training experience, and RCC uses such experiences as an opportunity for review and improvement (*clause 4.1, 5.1, and 5.2*).

1. All RCC employees are responsible for:
 - a. conducting themselves in a professional and ethical manner to minimise the incidence of assessment appeals by students
 - b. ensuring the accurate and timely documenting of assessment appeals as outlined in the following process
 - c. ensuring students are fully informed of RCC's *Student Assessment Procedures* for appealing assessment decisions or results
 - d. assisting a student (appellant) to resolve their concerns directly and informally with RCC trainer and assessor or Training Operations Coordinator in the first instance and
 - e. assisting an appellant to lodge an appeal using RCC's *Student Assessment Appeal Form*, where required.
2. RCC Compliance Manager is responsible for:
 - a. ensuring assessment appeals are managed in a transparent manner in accordance with the principles of justice and procedural fairness
 - b. maintaining *RCC Assessment Appeal Register*
 - c. offering independent reviews of decisions, where required and/or requested by the student
 - d. ensuring assessment appeal outcomes are used to inform continuous strategies in RCC through the internal audit process.
3. RCC General Manager is responsible for:
 - a. ensuring assessment appeals are managed in a transparent manner in accordance with the principles of justice and procedural fairness
 - b. conducting an internal independent review of an assessment appeal decision as requested by a student

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- c. ensuring assessment appeal decisions are used to inform continuous strategies in RCC through the internal audit process.

Principles of Assessment Appeals

- Assessment appeals made to RCC are managed in accordance with the principles of natural justice and procedural fairness and are addressed in a timely, objective and transparent manner.
- Assessment appeals must be managed in accordance with this policy and the *Student Assessment Procedures*.
- Students and assessors involved in an assessment appeal must be treated with respect, confidentiality and privacy.
- Assessment appeals are inclusive of cultural and gender perspectives.
- Once a decision is made regarding an assessment appeal the student must be advised of the outcome in writing and the process involved if seeking a formal review of the decision.
- All assessment appeals and decisions are documented in the *RCC Assessment Appeals Register*.
- All assessment appeals are handled in the strictest confidence and records are secured in accordance with *RCC Document Management Policy*.

Grounds for Assessment Appeal

Students may lodge an appeal if they believe there has been:

- a procedural irregularity in the assessment conduct or process.
- an inconsistent, conflicting or biased assessment judgments.
- a failure to apply assessment criteria in accordance with the relevant training package or course requirements.
- any other significant concern regarding the fairness or validity of the assessment decision or process.

Assessment Appeal Procedures

Assessment appeals include an appeal of an assessment result, how the assessment was conducted as well as an appeal of the outcomes of an assessment of evidence provided for RPL. This policy does not address student complaints and feedback which are managed via a separate process under the *RCC Complaints Policy* and *RCC Complaints Procedure*.

If a student (appellant) decides to appeal an assessment decision or assessment result, they are encouraged to follow the steps as outlined in the *Assessment Appeal Procedure* which is available on the RCC website.

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Students enrolled in Smart and Skill Subsidised Courses

Consumer Protection Policy

RCC is committed to ensuring customer protection as a requirement of NSW Government Smart and Skilled subsidised courses. RCC's policy for *Customer Protection* is embraced within the *RCC Assessment Appeal Policy* and *RCC Assessment Appeal Procedure*.

Breach of the Assessment Appeal Policy – RCC Employees and Students

RCC employees and students of RCC must comply with the *Assessment Appeal Policy* at all times. If an RCC employee or student is found to have breached this policy, they may be subject to disciplinary action. The type and severity of the disciplinary action will depend upon the circumstances of the case and the seriousness of the breach.

Responsibility for determining the course of action to be taken for a breach of the policy rests with the General Manager. If a breach pertains to the General Manager, the matter will be referred to the CEO.

Examples of disciplinary action that may be taken include but are not limited to:

- counselling or a formal warning
- demotion or suspension
- transfer to another area
- termination of employment, withdrawal from a course

Agents or contractors (including temporary contractors) of RCC who are found to have breached this policy may have their contracts with RCC terminated or not renewed.

More Information

If any person is unsure of or has questions about the *Assessment Appeal Policy*, they should seek the assistance of the General Manager.

For more information about consumer protection or to make further enquiries if dissatisfied with the outcome of the RCC assessment appeal process contact can be with the following external organisations listed below.

NSW Fair Trading	Phone: 13 14 50	https://www.fairtrading.nsw.gov.au/
NSW Ombudsman	Phone: 1800 451 524	NSW ombudsman- https://www.ombo.nsw.gov.au/
NSW State Training Services Customer Support (Smart and Skilled)	Phone: 1300 772 104	Email: SmartandSkilled.Enquiries@det.nsw.edu.au
SafeWork NSW - Wagga	Phone: 02 6933 6500	www.safework.nsw.gov.au
NSW Police	Phone: 131 444	www.police.nsw.gov.au

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Information and Privacy Commission NSW	Phone: 1800 472 679	www.ipc.nsw.gov.au
Australian Human Rights Commission	Phone: 1300 656 419	www.humanrights.gov.au
Anti-Discrimination Board of NSW	Phone: 1800 670 812	www.antidiscrimination.justice.nsw.gov.au

Related Documents

- RCC Assessment Appeal Procedure
- RCC Student Assessment Appeal Form
- Complaints and Appeals - Student Handbook
- RCC Complaint Policy
- RCC Complaints Procedures
- RCC Complaint Form
- Student Rights and Responsibilities – Student Handbook
- RCC Rights and Responsibilities – Student Handbook

Variations

RCC reserves the right to vary, replace or terminate the Assessment Appeal Policy at any time.