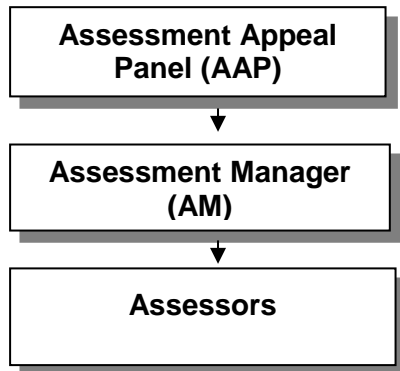


Appeal Policy

Assessment Appeal Management

a) Assessment Appeal Panel (to be administered by SSG) – From National Assessment Plan



Assessment Appeal Panel (AAP)

- The Assessment Appeal Panel is responsible for reviewing and giving a decision on appeals against a Not-Yet-Competent award; and
- The panel is comprised of a Management Representative, the Assessment Manager and one Assessor who is independent of the case in question.

Assessment Manager (AM)

The Assessment Manager is responsible for:

- the administration and professional conduct of assessment;
- monitoring, ensuring continuous improvement of the assessment process and tools;
- inducting and the continuous professional development of the pool of assessors; and
- managing the process and outcome of the appeal cases.

Assessors

- The Assessor is responsible for the conducting of the assessment according to the Assessment Plan.
- The Assessor should have the relevant qualifications for the job skills and assessment skills.

b) Appeal Procedure

1. The candidate has the right to challenge the assessment decision made by the assessor.

When giving feedback to the candidate about the assessment, the Assessor must ask the candidate if he/she agrees with the outcome.

2. If the candidate agrees with the outcome, the Assessor and the candidate must sign the Assessment Summary Record.

If the candidate does not agree with the outcome, the candidate should not sign the Assessment Summary Record.

3. The candidate should notify the Assessor if he/she is not satisfied with the assessment outcome and intends to appeal against the decision.

The assessor should report the candidate's intention in the Feedback section of the Assessment Summary Record.

4. The Assessor should notify the Assessment Manager about the candidate's intention to lodge an appeal.

5. The candidate must lodge the appeal in writing giving reasons for the appeal together with the appropriate appeal fee.

6. The Assessment Manager will collect information from the candidate and Assessor and give a decision.

7. A record of the appeal and any subsequent actions and findings will be made.