

Appeal Lodgement Form			Appeal No.	
<b>SECTION 1 – Personal Details</b>				
<b>Name:</b>		<b>Title:</b>	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs
			<input type="checkbox"/> Ms	<input type="checkbox"/> Miss
<b>Address:</b>		<b>Post Code:</b>		
<b>Email:</b>		<b>Tel/ Mobile:</b>		
<b>SECTION 2 – Course / Unit Details</b>				
<b>Code/Title:</b>		<b>Date:</b>	/	/
<b>Assessor:</b>				
<b>Task:</b>				
<b>SECTION 3 – Appellant Declaration</b>				
I have read and understood the FIT Education Complaints and Appeals Policy. In the event of an Assessment Appeal, I acknowledge that FIT Education will use an independent assessor to resolve this appeal, and that I will be given the opportunity to present my case formally at an interview. Should the appeal progress to an external arbitrator, I agree to pay the arbitrator fee for this appeal; however, should my appeal be successful I will receive a full refund of this fee.				
<b>Signature:</b>		<b>Date:</b>	/	/
<b>SECTION 4 – Appeal Details</b>				
Please tick the area relating to your grounds for appeal:				
<input type="checkbox"/> Incorrect assessment decision	<input type="checkbox"/> Inappropriate assessment task/process			
<input type="checkbox"/> Bias of the assessor	<input type="checkbox"/> Faulty, inappropriate or lack of equipment			
<input type="checkbox"/> Lack of competence of assessor	<input type="checkbox"/> Inappropriate assessment conditions			
<input type="checkbox"/> Incorrect information provided regarding assessment	<input type="checkbox"/> Other			
Please outline the situation for your appeal:				
Appeal discussed with the Assessor:	<input type="checkbox"/> YES	<input type="checkbox"/> NO		
Appeal has been successfully resolved:	<input type="checkbox"/> YES	<input type="checkbox"/> NO		
<b>Admin Use Only</b>				
<input type="checkbox"/> Appeal Form Received (Admin)	<b>Initial</b>		<b>Date:</b>	/ /
<input type="checkbox"/> Appeal Lodgement recorded (Register)	<b>Initial</b>		<b>Date:</b>	/ /
<input type="checkbox"/> Letter of Acknowledgement sent	<b>Initial</b>		<b>Date:</b>	/ /
<input type="checkbox"/> Appeal Forwarded to Director	<b>Initial</b>		<b>Date:</b>	/ /
<b>Note: Use "Appeal Progress Form" to record further actions regarding this Appeal</b>				

# Appeal Procedures

## STEP 1 – Initial Review of Appeal

No.	Who	Actions
1.1	<b>Student</b>	a) If the student is unhappy with an assessment decision they should first seek to discuss the decision and options with the Assessor, to determine and fully understand the reasons for the decision.
1.2	<b>Assessor</b>	a) With a view to resolving the matter, discuss with the Student: give specific feedback on their performance, identify areas of improvement, and provide options to the client such as further training and/or assessment.
1.3	<b>Assessor</b>	a) If the matter is successfully resolved, complete the Appeal Lodgement Form and submit to Admin for processing. b) If the matter is not resolved, advise client of their right to appeal the decision referring them to the Appeals policy and provide client with access to the <b>Appeal Lodgement Form</b> .
1.4	<b>Administration Co-ordinator</b>	a) Enter details of Appeal into Student Management system (SMS) b) Enter details of Appeal into <b>Appeal Register</b> . c) Note actions on <b>Appeal Lodgement Form</b> . d) File <b>Appeal Lodgement Form</b> (if appeal resolved) onto Client file.

## STEP 2 – Lodgement of Appeal

No.	Who	Actions
2.1	<b>Student</b>	a) Lodges an appeal in writing using the <b>Appeal Lodgement Form</b> . b) Submits within seven (7) days of the date of assessment result notification. c) The <b>Appeal Lodgement Form</b> must clearly state the grounds for appeal and should include sufficient evidence to support the claim.
2.2	<b>Administration Co-ordinator</b>	a) Enter details of appeal into Student Management System (SMS) b) Enter details of appeal into <b>Appeal Register</b> . c) Note actions on <b>Appeal Lodgement Form</b> . d) Print and commence <b>Appeals Progress Form</b> . e) Provide all documentation to Course Co-ordinator for action.
2.3	<b>Course Co-ordinator</b>	a) On receipt of the <b>Appeal Lodgement Form</b> and information, acknowledges receipt of the claim, in writing, to the student within two working days, this may be via email or letter. b) Keep all documentation in the <b>Appeals File</b> , which will remain in place until the appeal is resolved. After which time all appeal documentation will be placed on the Student file.

## STEP 3 – Processing the Appeal

No.	Who	Actions
3.1	<b>Course Co-ordinator</b>	a) Nominates, within five (5) working days, an independent assessor to review the appeal and make a determination. b) Advise the student in writing of the name of the independent Assessor
3.2	<b>Independent Assessor</b>	a) Appeals claim is reviewed and investigated which includes: <ul style="list-style-type: none"> <li>i. A review of the application form and supporting evidence.</li> </ul>

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		<ul style="list-style-type: none"> <li>ii. A review of all assessment documentation and process.</li> <li>iii. An interview with the student to allow them the opportunity to formally state their claim.</li> <li>iv. An interview with the Assessor.</li> </ul>
	<b>Independent Assessor</b>  <b>Course Co-ordinator</b>	<ul style="list-style-type: none"> <li>b) Determine the appeal outcome, and provide an explanation to justify their decision.</li> <li>c) The independent assessor /panel will advise the Course Co-ordinator of the appeals outcome, in writing, within 5 working days.</li> <li>d) Note actions on <b>Appeal Progress Form</b>.</li> <li>e) If the outcome involves re-assessment, go to Step 4.</li> </ul>
STEP 4 – Conduct Re-Assessment		
No.	Who	Actions
4.1	<b>Course Co-ordinator</b>	<ul style="list-style-type: none"> <li>a) Arrange for the student to be re-assessed and inform the student of the details regarding the re-assessment, in writing, in accordance with assessment processes.</li> <li>b) Place a copy of the re-assessment correspondence on the Client file.</li> <li>c) If the student is dissatisfied with the result or the process of the appeal, the student may lodge a complaint with External Arbitrator.</li> <li>d) If student refuses to be reassessed, the progress of the appeal to the External Arbitrator is at the discretion of the student.</li> </ul>
4.2	<b>Independent Assessor</b>	<ul style="list-style-type: none"> <li>a) The student has the option to nominate an independent observer to be present during the re-assessment.</li> <li>b) Conduct the re-assessment.</li> <li>c) Determine the assessment outcome against the competencies.</li> <li>d) Complete all relevant assessment documentation, (in accordance with the Assessment policy) notifying the student and the Course Co-ordinator of the outcome, in writing</li> </ul>
STEP 5 – Finalising the Appeal		
No.	Who	Actions
5.1	<b>Course Co-ordinator</b>	<ul style="list-style-type: none"> <li>a) Supply the student with the appeals outcome in writing within 2 working days</li> </ul>
5.2	<b>Course Co-ordinator</b>	<ul style="list-style-type: none"> <li>a) If the appeal is upheld, and if FIT Education is satisfied with the outcome: <ul style="list-style-type: none"> <li>i. Finalise the appeals documentation, place all documentation in the client’s appeals file.</li> <li>ii. Complete documentation for the issuance of a Statement of Attainment or qualifications (as appropriate).</li> <li>iii. The appeals file is closed, and provided to Admin.</li> </ul> </li> <li>b) If the appeal is upheld and if FIT Education is NOT satisfied with the outcome, progress with Appeal via the External Arbitrator.</li> <li>c) Note actions on <b>Appeal Progress Form</b>.</li> </ul>
5.3	<b>Course Co-ordinator</b>	<ul style="list-style-type: none"> <li>a) If the Appeal is rejected notify the student in writing that the original decision/judgement is to stand.</li> <li>b) Client continues to progress through the usual Assessment process.</li> <li>c) Note actions on Appeal Progress Form.</li> </ul>

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5.4	<b>Course Co-ordinator</b>	<ul style="list-style-type: none"> <li>a) If client is dissatisfied with outcome, advise the client of their right to further progress the appeal through the External Arbitrator. (See to Step 6)</li> <li>b) Note actions on Appeal Progress Form.</li> </ul>
5.5	<b>Administration Co-ordinator</b>	<ul style="list-style-type: none"> <li>a) Enter details of Appeal outcome into Student Management system (SMS)</li> <li>b) Enter details of Appeal outcome into <b>Appeal Register</b>.</li> <li>c) Note actions on and complete the <b>Appeal Progress Form</b>.</li> <li>d) The client is provided a refund of the appeals fee if appeal is upheld. Follow refunds policy and procedures.</li> <li>e) Place all documentation from Appeals file onto Client file.</li> </ul>
5.6	<b>Course Co-ordinator</b>	<ul style="list-style-type: none"> <li>a) Ensure that the assessment tools, policy and procedures relating to any substantiated Appeal is reviewed and progressed through continuous improvement processes, as appropriate</li> </ul>

### STEP 6 – Referral to External Arbitrator

No.	Who	Actions
6.1	<b>Course Co-ordinator</b> <b>Student</b>	<ul style="list-style-type: none"> <li>a) Contact and engage the External Arbitrator for a review of the Appeal, providing all relevant documentation.</li> <li>b) Cooperate with External Arbitrator for a review of the Appeal.</li> </ul>
6.2	<b>External Arbitrator</b>	<ul style="list-style-type: none"> <li>a) Review, investigate and mediate the complaint with all relevant parties and make a ruling.</li> <li>b) Fit Education will abide by any resolutions as recommended by the External Arbitrator.</li> </ul>
6.3	<b>Course Co-ordinator</b>	<ul style="list-style-type: none"> <li>a) If the Appeal is Upheld, go to Step 5.2</li> </ul>
6.4	<b>Course Co-ordinator</b>	<ul style="list-style-type: none"> <li>a) If the Appeal is rejected notify the student in writing that the original decision/judgement is to stand.</li> <li>b) Client continues to progress through the usual Assessment process.</li> <li>c) Go to Step 5.3.</li> </ul>