

RTO Appeals Policy (P04)

Purpose

It may occur that a student disagrees with an assessment decision, and wishes to appeal the decision. This may occur in any qualification assessment through the Australian Institute of Flexible Learning (AIFL)

Procedure

1. Candidates have the right of appeal if they are not satisfied with any decision taken during any course by the trainer/assessor or workplace assessment committee.
2. They also have the right to know what is written in testimonials, and to see all documentation relating to assessments. Candidates have the right to confidentiality.
3. The AIFL enables delegates to appeal any assessment result with which they are dissatisfied.
4. Written appeals must be lodged within 14 days of the result being received and can be forwarded to the Course Coordinator in the first instance, Training Provider or AIFL General Manager complete with:
 - a. The original work submitted
 - b. The grade awarded
 - c. Assessor comments, and
 - d. The assessment coversheet.
- e. The appeal will be discussed with the AIFL Team including the AIFL General Manager and it will be determined if there are demonstrated grounds for appeal.
- f. The AIFL General Manager will report the outcome of the appeal to the student in writing.

THIS SECTION FOR QUALITY CO-ORDINATOR USE ONLY		
Author:	Date Reviewed:	Approved By:
Sandi Collins	10/12/2009	AIFL General Manager
Responsible Officer / Dept:	Date for Review:	Computer File Location:
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