

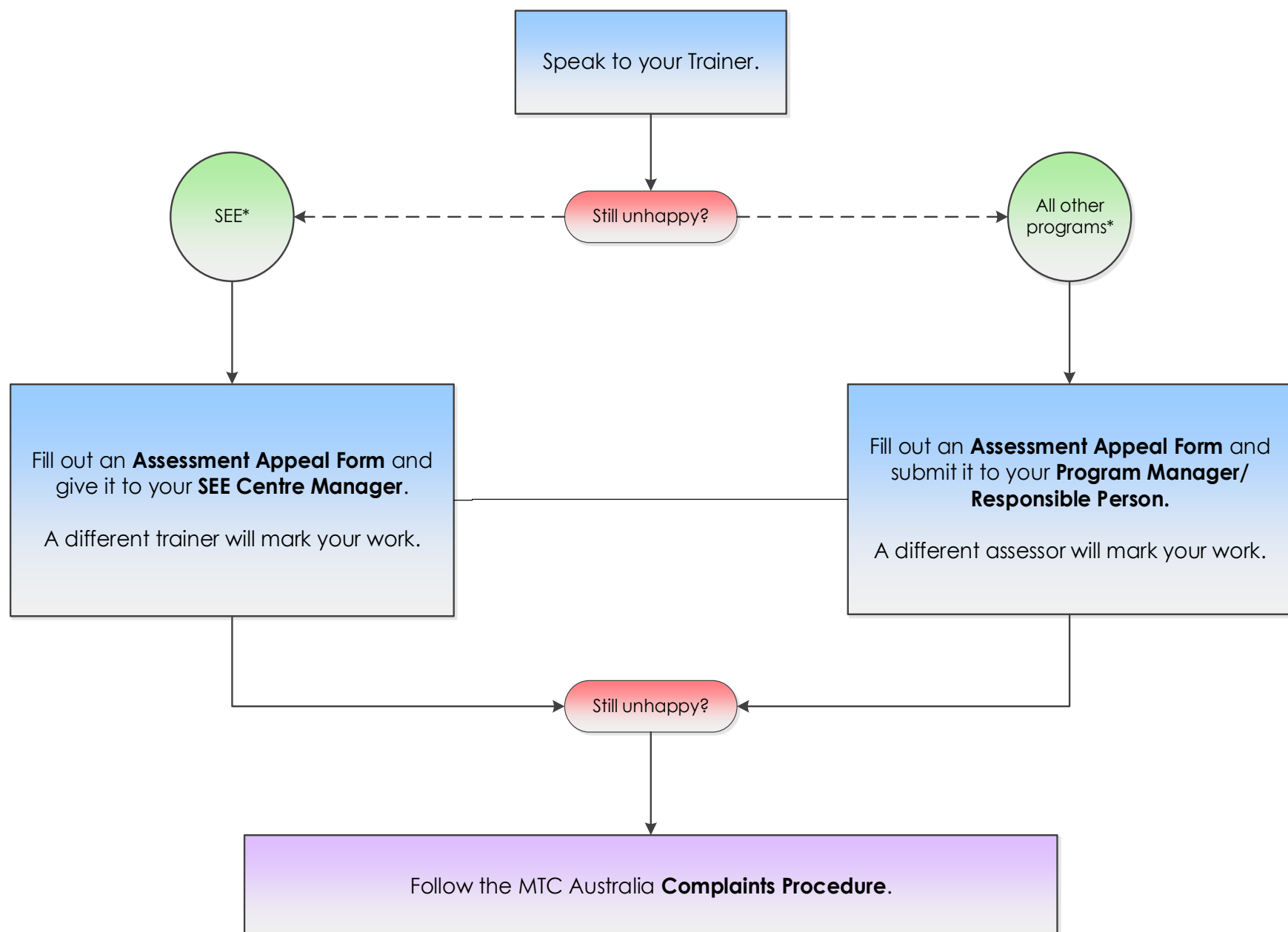
# Assessment Appeals Procedure

If you feel that your assessment or test result was **wrong** or **unfair**, you have the right to speak up. To do so, you can hand in an Assessment Appeal Form within **10 days** of receiving your result. MTC Australia takes all assessment appeals seriously and handles them in a timely, professional and confidential manner.

MTC Australia will record all appeals made in writing and provide you with a letter about the appeal decision.

**To see what happens with an appeal, look at this chart:**

*At any time if you are happy, the appeal will end and you do not have to do anything else.*



\*SEE - Skills for Education and Employment Program.

\*All other programs include; Fee for Service (FFS) and New Enterprise Incentive Scheme (NEIS) and Smart and Skilled Program.

## NOTES:

- Ask your Trainer or another MTC Australia staff member for the **Assessment Appeal Form**.
- Please submit the Assessment Appeal Form to your SEE Centre Manager or Program Manager in person, or post it to **Level 4, 4-8 Woodville Street, Hurstville NSW 2220**.
- At any time, ask your Trainer, SEE Centre Manager or another MTC Australia staff member if you need help. You can also call Customer Care Support on **1300 232 663** to talk to someone who speaks your language.