

ET SOP 046 Assessment Appeal Procedure

1. PURPOSE

To provide MTC Australia, operating as a Registered Training Organisation staff, students and clients with a guide for appeals handling to ensure that the issue is addressed in a fair, timely and confidential manner.

2. SCOPE

This standard operating procedure applies to:

- Students/Clients & Responsible Person
- Trainers / Assessors
- SEE Centre Managers
- VET Training Coordinator
- Program Manager
- Education Manager (VET)
- Head of Registered Training Organisation (RTO)
- QA & Service Excellence Manager

3. DEFINITION

Assessment Appeal: A request by a student to reconsider a result in relation to the:

- final outcome/result
- assessment tool
- assessment procedure.

Complaint: Dissatisfaction with procedures, outcomes or the quality of services provided by MTC Australia in relation to the following processes:

- training (classes, lessons, materials)
- course and enrolment advice and any other information provided
- assessment (Also see Assessment Appeal.)
- issues associated with results, Certificates and/or Statements of Attainment
- issues associated with personal safety, including access and equity, Workplace Health and Safety and bullying, harassment or mistreatment by an MTC Australia staff member or other students
- any other activity/activities associated with the delivery of training and assessment services.

ET SOP 046 Assessment Appeal Procedure

4. REFERENCES

- [P 043](#) RTO Complaints and Appeals
- [SOP 017](#) Customer Compliments and Complaints Handling
- [Student Handbook \(SEE\)](#)
- [Student Handbook](#)
- [ET F013 Assessment Appeals Form](#)
- [Complaints Register](#)
- [Feedback Poster](#)
- [Assessment Appeals handling Process](#)
- [Standards for RTO's 2015](#)
- [Skills for Education and Employment Service Provider Instructions 2017-2020](#)
- [Smart and Skilled Operating Guidelines](#)

5. PROCEDURE

Assessment Appeals Procedure:

- 5.1. The student who undertake an assessment with MTC Australia have the right to dispute an unsuccessful assessment decision under VET Quality Framework
- 5.2. MTC Australia permits two attempts to successfully complete an assessment for a unit of competency.
- 5.3. The student should approach his/her trainer to discuss the assessment result if they disagree with the assessment outcome.
- 5.4. The trainer must provide the student with feedback about his/her performance in the assessment task and explain why and/or how the assessment decision was made.
- 5.5. If after speaking to the trainer the student is still unhappy with the assessment decision, the trainer must inform the student of the assessment appeals handling poster (Refer to **APPENDIX A**)

ET SOP 046 Assessment Appeal Procedure

- 5.6. The trainer should provide the student with an [Assessment Appeal Form](#) to complete and submit to the Site/Program Manager
- 5.7. A different trainer will mark the assessment
- 5.8. Education Manager (VET) will conduct the final review and will advise on the decision within 10 working days.
- 5.9. The Education Manager must provide the appellant in writing with clear and up-to-date information about the progress of the investigation and if there is going to be an anticipated delay (more than 60 days) in order to reach a solution.
- 5.10. The Education Manager must record the re-assessment result and any accompanying comments on the assessment coversheet and submit all documents to the Program Manager and/or Responsible Person.
- 5.11. After the re-assessment, the Program Manager must inform the student of the final outcome in writing within 10 working days.
- 5.12. The Program Manager and/or Responsible Person must provide the Quality Assurance Team with a copy of the Assessment Appeal Form and the response sent to the student. All original documents must be kept in the student's file.
- 5.13. If after receiving a response to the assessment appeal the student is still unhappy, the Program Manager/ or Responsible Person should inform the student about the Complaints Procedure and advise them to send their complaint in writing via email to Complaints@mtcaustralia.com.au. Please refer to [SOP 017](#) Customer Compliments and Complaints Handling

ET SOP 046 Assessment Appeal Procedure

6. RECORDS

Electronic files stored according to the requirements detailed in the following table;

Record or Form Number	Description of Record or Form	Filing Method	Filing Location	Access the records	Active Retention Time	Archive Retention Time	Disposal Method
ET F013	Assessment and Appeals Form	Softcopy	G drive (Share Point)	Restricted Controlled by Quality Assurance Team	Indefinite-electronic	Archive folder- Indefinite electronic	Indefinite-electronic
Complaints Register	FOLIO Register	Softcopy	Electronic	Restricted Controlled by Quality Assurance Team	Indefinite-electronic	Archive folder- Indefinite electronic	Indefinite-electronic

ET SOP 046 Assessment Appeal Procedure

7. VERIFICATION

To make sure that this procedure is implemented and working, review the following documented evidence:

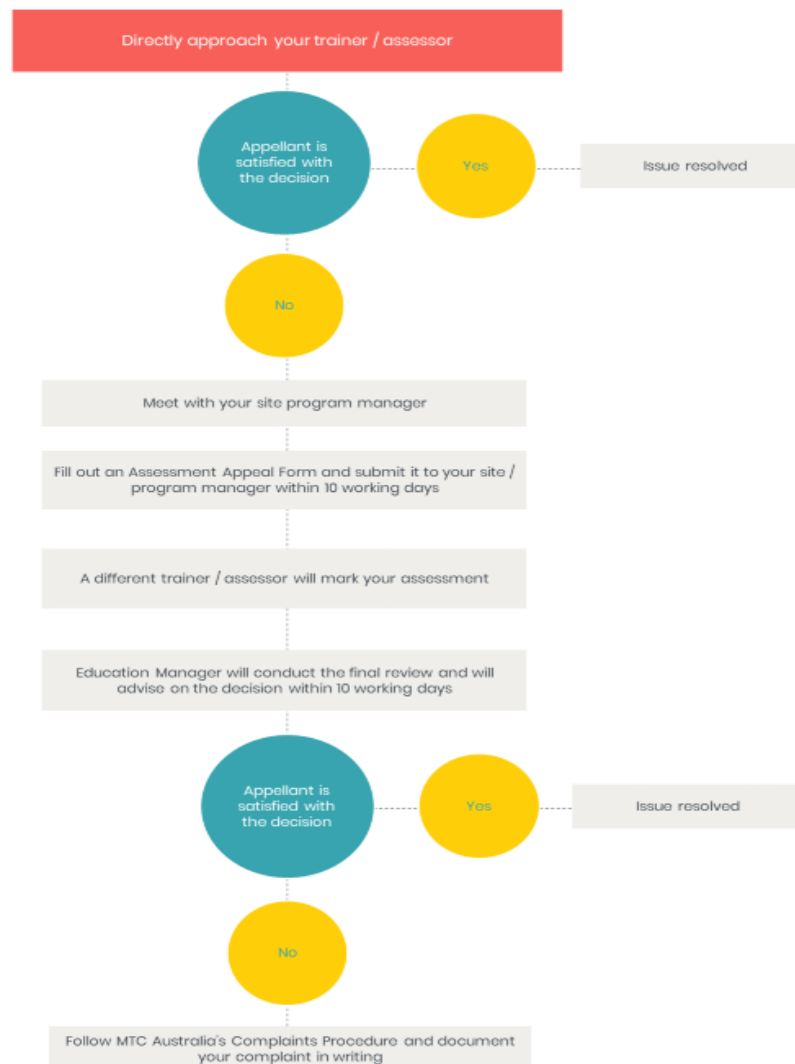
- [Assessment Appeal Form](#)
- Written responses

APPENDIX A:



Assessment Appeals Handling Process

If you disagree with your assessment outcome, please refer to the process below:



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