

Appeals Policy

The organisation seeks to prevent appeals by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any Assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Legal Representative. Appeals must be made within 21 days of receipt of assessment. All records of any appeals will be kept on file.

Appeal Procedure:

- Notify the Student Services Officer or Dean in writing within 21 days. The Student has an option to present their case to the Dean or Student Services Officer in person.
- A written statement of the outcome of the appeal will be provided within a further 21 days.
- At this time the student may reassessment or arbitration by a third party or panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be advised of external organisations, eg Consumer Affairs or the relevant Government Department that may be able to assist.