

Policy Objective

ET Australia has processes in place that provide an avenue for review of decisions made, including assessment decisions, by ET Australia or any Third Party that may be delivering services on behalf of ET Australia. All students have the opportunity to challenge the assessment decision made by an Assessor on a unit of competence or an assessment process. An appeal can be lodged for a period of up to four weeks post the assessment outcome. ET Australia ensures that all assessment appeals are addressed efficiently and effectively.

Procedural Guidance for Appeals Management

The appeal system incorporates a two-stage process involving the Assessor initially and then an independent person. If a training participant disagrees with the Assessor on the outcome of an assessment this should be discussed with the Assessor and only when the disagreement cannot be resolved should the student consider an appeal.

The grounds for appeal fall into two possible areas:

- The judgement has been made incorrectly; or
- The judgement was not made in accordance with the Assessment Plan and Instructions provided.

The following steps are to be followed if a student wishes to exercise the right of appeal.

- The student should first discuss concerns with the Assessor.
- If still not satisfied with the decision then the student may appeal to ET Australia's Consumer Protection Officer who will notify the Assessor of the intention to appeal and request formal feedback from the Assessor.
- All appeals must be made in writing to the Consumer Protection Officer by way of 'Assessment Appeal Application' form. This is available in the forms section of the ET Australia website or by contacting ET Australia a form can be forwarded to you as meets your needs. Appeals can be made up to 4 weeks post the assessment judgement being made.
- All relevant assessment documents must be submitted to the Training College Manager to arrange for re-assessment by a second qualified Assessor together with the original Assessor's feedback.
- If the assessment was in the form of an observation or practical demonstration, arrangements will be made for re-assessment by a second qualified Assessor.
- The Consumer Protection Officer will notify Chief Executive Officer of the appeal.
- The Training College Manager will collect information from Assessor within 15 days of the original appeal and the participant will be notified in writing with details of the re-assessment result.

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- A comprehensive appeals report will be maintained and kept in participant's file of any appeal and subsequent actions and feedback.

In the case of both complaints and appeals whereby the consumer is not satisfied with the resolution they have the right to a further review to be undertaken by an appropriate party independent of ET Australia and the complainant and appellant.

In cases of a more complex nature whereby more than 60 days may be needed to process and finalise the complaint or appeal ET Australia will ensure the complainant or appellant is notified in writing of this and keeps the individual updated regarding progress over the period of time.

ET Australia maintains a Complaints and Appeals Management Register and manages and maintains records of any issues raised in a confidential and secure manner. All complaints and appeals are seen as opportunities for continuous improvement and aims to eliminate or mitigate chances of any similar reoccurrence.

Contact details for ET Australia's Consumer Protection Officer:-

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