



Appeals Policy & Procedure

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Policy statement

ET Australia Training College will provide a fair, transparent, accessible and timely appeals process for decisions that may adversely affect a student or other relevant stakeholder. Appeals will be managed confidentially and impartially, with procedural fairness applied throughout the process. Appellants will be given a reasonable opportunity to present their case, receive written reasons for appeal outcomes and access review options where required. ET Australia Training College will use appeal outcomes, trends and identified issues to support corrective action and continuous improvement.

Scope

This policy and procedure applies to all VET students and other relevant stakeholders of ET Australia Training College who seek to appeal a decision made by the RTO, staff, assessors, contractors or third parties acting on its behalf. It applies to decisions connected with nationally recognised training and related services, including access, participation, progression, assessment and completion. This policy and procedure applies across all delivery modes, locations and third-party arrangements, and must be implemented consistently with the Standards for RTOs 2025, applicable funding requirements, privacy obligations and records management requirements.

Purpose

The purpose of this policy and procedure is to define how appeals are lodged, acknowledged, reviewed, decided, recorded and used for improvement. It aims to ensure that appellants understand their rights and responsibilities, the information required to support an appeal, the timeframes that apply and the options available if they are not satisfied with the outcome. This policy and procedure also supports ET Australia Training College's compliance with the Standards for RTOs 2025 by strengthening procedural fairness, transparent decision-making, appropriate documentation and continuous improvement.

Policy

ET Australia Training College will:

- treat all appellants fairly, impartially and equitably;
- maintain confidentiality and protect the privacy and rights of all parties;
- provide procedural fairness, including sufficient information, a reasonable opportunity to respond, an impartial decision-maker and written reasons;
- address appeals within reasonable timeframes;
- ensure no appellant is disadvantaged or subjected to retaliation for lodging an appeal;
- make information about lodging an appeal publicly available and easily accessible; and
- provide reasonable assistance, accessible communication and the option of a nominated support person at any stage.

Grounds for Appeal

A VET student may appeal on one or more of the following grounds:

- **Assessment Decision:** belief of an error in marking, evaluation, or assessment process.
- **Procedural:** belief that due process was not followed, resulting in an unfair outcome.
- **Bias or Prejudice:** perception of bias or unfair treatment from the decision-maker.
- **Administrative:** belief of an error with admission or enrolment, fees and payments, or student records.
- **Decision affecting service access or participation:** a decision made by ET Australia Training College or a third party that adversely affects the student's access to, participation in or continuation of training or related services.

Procedure

Informal Resolution

Before lodging a formal appeal, a student may seek informal resolution by discussing the decision with the relevant staff member or the Consumer Protection Officer. Informal resolution is voluntary and is not required where it would be inappropriate, unsafe or likely to compromise the student's rights or the applicable appeal timeframe.

Consumer Protection Officer contact details: Jessica Newman; training@etaustralia.com (02) 4323 1233.

Formal Appeal Submission

Appeals should be lodged in writing within 14 calendar days after the student is notified of the original decision. ET Australia Training College may accept a late appeal where there are reasonable grounds, including circumstances affecting the student's ability to lodge within the stated timeframe.

Students should use the Appeal Request Form ([APPEAL REQUEST FORM V1.0 Oct 24.docx](#)) where practicable and identify the decision being appealed, the grounds for review, the outcome sought and any supporting information. ET Australia Training College will provide reasonable assistance or accept the appeal in another accessible written format where use of the form would create a barrier. Written appeals may be emailed to training@etaustralia.com

Acknowledgment

The Consumer Protection Officer will usually acknowledge receipt of the appeal within two working days and advise the appellant of the expected timeframe. Exceptions may apply.

Review and Investigation

The Consumer Protection Officer will coordinate the appeal and appoint an appropriately qualified and impartial person to review the decision. The reviewer must not have made the original decision and must disclose and manage any actual, potential or perceived conflict of interest. The review may include relevant documentation and information from affected parties.

Decision and Outcome

ET Australia Training College will aim to finalise the appeal and communicate the written outcome within 60 calendar days after receiving a complete appeal. If more than 60 calendar days is expected, the appellant will be notified in writing before that period expires, with the reason for the delay, a revised expected completion date and regular written progress updates until finalisation.

The appellant and any other party directly affected by the appeal will be notified in writing of the outcome, the reasons for the decision, any corrective action or remedy, the person responsible for implementation, the applicable timeframe and the available avenue for independent review.

Independent and External Review

If the appellant is not satisfied with the internal appeal decision, they may request review by an independent party. ET Australia Training College will arrange access to an appropriately independent person or panel at no or low cost and advise the appellant in writing of the process, expected timeframe and any cost before the review proceeds. If the internal and independent review processes do not resolve the matter, the student may obtain information about other relevant external avenues. ASQA may receive information about potential systemic non-compliance but does not act as an advocate or resolve individual disputes between students and RTOs.

Appeal records will be recorded in the Appeals Register and retained securely in the relevant student file for at least three years, or longer where required. Records may include the appeal request, acknowledgment, evidence, correspondence, conflict-of-interest declarations, investigation notes, decisions, reasons, outcomes, corrective actions, implementation evidence, independent review records and related communications. Access will be limited to authorised personnel and records will be handled in accordance with applicable privacy and data-security requirements.

Appeal data and outcomes will be reviewed periodically to identify recurring issues, delays, inconsistent decisions, third-party risks and opportunities for corrective action or improvement. Actions will be assigned, monitored and verified for effectiveness, and material trends will inform management review, staff development and improvements to training, assessment, student support and related policies and procedures.

Responsible Party

- **Appellant:** submits the appeal within the stated timeframe, identifies the grounds and outcome sought, and provides relevant supporting information.
- **Consumer Protection Officer:** coordinates and acknowledges appeals, appoints an impartial reviewer, maintains the Appeals Register, communicates with the parties, monitors timeframes and ensures approved outcomes and corrective actions are implemented and recorded.
- **Training College Manager:** oversees implementation and monitoring, approves exceptions, manages significant or systemic risks, reviews appeal trends and ensures corrective actions are incorporated into continuous improvement.
- **Chief Executive Officer:** provides organisational oversight and manages an appeal where the Training College Manager or Consumer Protection Officer has an actual or perceived conflict of interest.

Additional Information

Associated documents

- Complaints Policy and Procedure
- Appeal Request Form
- Appeals Register
- Student Handbook
- Privacy and Data Security Policy and Procedure
- Records Management Procedure
- Continuous Improvement Procedure.

References

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Version	Summary of change or review outcome	Document Creator/Reviewer/ Approver	Date
6.1	Policy comprehensively reviewed and transferred to the updated template. Scope, procedural fairness, accessibility, appeal processes, independent review, recordkeeping, governance and continuous improvement were strengthened; responsibilities and references were updated.	Jess Newman	7/09/2026
7.0	Reviewed / Approved – Current Document	Tony Mylan	16/09/2026