

## Appeals Policy

AgForce Training is committed to providing quality training and assessment in accordance with the VET Quality Framework (VETQF). As such, AgForce Training is required to have appropriate processes and procedures in place for dealing with appeals against assessment outcomes.

The following principles underpin this policy.

- AgForce Training ensures that students have access to a fair and equitable process for appeals against assessment decisions, which affects the participant's progress. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF), in accordance with the VETQF.
- Participants have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated or dealt with during an assessment and where they feel the assessment decision is incorrect and they have grounds for an appeal.
- Every appeal will be heard by a suitably qualified independent assessor or panel from another organisation, who will be asked to make an independent assessment.
- AgForce Training charges a fee for the appeals process.
- Every effort is made by AgForce Training to ensure the appeal is resolved in a timely manner.
- All appeals will be treated with confidentiality and will in no way be detrimental to the appellant.
- All appeals must be lodged within 14 days of the date of the assessment result notification to the student.

### Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the student feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly
- The judgement was not made in accordance with the Assessment Plan
- Alleged bias of the assessor
- Alleged lack of competence of the assessor
- Alleged wrong information from the assessor regarding the assessment process
- Alleged inappropriate assessment process for the particular competency
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

### Appeal Outcomes

Appeal outcomes may include:

- Appeal is upheld; in this event the following options will be available:
  - The original assessment shall be re-appraised

- A new assessment shall be conducted
- Appeal is rejected

## **Appeals System**

1. The Training Manager has responsibility for maintaining and managing the appeals system and process.
2. The candidate has the right to request that assessors review their decision (ie, reconsider and justify their decision).
3. If the candidate is still not happy with the decision, they can lodge an appeal with the Training Manager of AgForce Training or delegated representative.
4. The appeal must be lodged no longer than five (operational) days after the assessment.
5. The appeal must be dealt with by AgForce Training within 15 (operational) days of its being lodged.
6. In response to a formal appeal the Training Manager of AgForce Training may:
  - interview any people involved (eg, the candidate, the assessor and the Area Specialist),
  - request another assessor to review the case,
  - schedule another assessment,
  - uphold or reject the appeal at any stage,
  - refer the appeal to a higher level – Australian Skills Quality Authority (ASQA)
7. The candidate has the right to a support person (eg, supervisor, workmate, union delegate, etc) of their choice during the appeal process.
8. Appeals procedures must be accurately documented. See attached Appeals Form.
9. The person appealing must be informed:
  - that they have the right to appeal to ASQA, if they feel they have been dealt with unfairly by AgForce Training or its agents;
  - that the appeal to the ASQA is the final level of appeal;
  - that the internal appeals processes of the company are to be followed first; and
  - of the contact details of ASQA.