

# POLICY 16

## Appeals



<b>DATE LAST REVIEWED:</b>	New
<b>DATE OF THIS REVIEW:</b>	May 2018
<b>REVIEWED BY:</b>	Tom Floyd
<b>APPROVED BY:</b>	Peggy Millios, Peter Millios
<b>RELEVANT STANDARDS FOR RTO'S:</b>	1.7, 6
<b>POSITION DESCRIPTION(S):</b>	Chief Executive Officer (CEO) Principal Administrative Officer Educator
<b>REFERENCE MATERIAL:</b>	Standards for Registered Training Organisations (RTOs) 2015

### SCOPE / PURPOSE:

This policy ensures all appeals are substantiated, acknowledged and dealt with fairly, efficiently and effectively, and that the appellant is subjected to procedural fairness throughout the appeals process.

### POLICY DETAIL:

1. Paraskevi International Centre of Hairdressing Excellence ("Paraskevi") will act promptly upon the subject of any appeal which is found to be substantiated. Students may raise any matters of concern relating to the outcomes of assessments or assessment decisions.
2. The appellant should in the first instance communicate with the assessor, who will try to resolve the issue informally, however if this is unsuccessful and the issue cannot be resolved by the assessor, or the appellant wishes to formalise the process, then the following is to occur.
3. The appellant is to complete the Client Feedback, Appeal or Complaint Form and submit it to the Administrative Manager within five (5) working days of the issue.
4. The Administrative Manager is to provide the details of the appeal to another appropriately qualified Paraskevi assessor for investigation. This independent investigator is to complete a written report and forward it to the Principal for consideration within five (5) working days of receipt of the appeal.
5. The Principal is to advise the appellant of the outcome of the investigation. If the appellant is still not satisfied, then the appeal will be forwarded to the CEO for resolution.
6. The CEO is to review the appeal and advise the appellant of the outcome of the review. Should the appellant still not be satisfied with the outcome the issue will be forwarded to the Ombudsman and a resolution sought through this process.
7. All appeals will be handled efficiently, professionally and confidentially.
8. Student enrolment will be maintained throughout the appeals process.
9. Appellants will be kept informed of decisions throughout the appeals process.
10. Appellants are entitled to bring a nominee or witness during any stage of the process.
11. Should the process result in a decision that supports the student, Paraskevi will immediately implement any corrective and preventative action required and advise the student of the outcome.

12. The Appeals process provides an avenue for most appeals to be addressed, however in some cases alternative measures may need to be explored. Paraskevi encourages all parties to initially approach an appeal with the view to resolving the problem(s) through discussion and conciliation between themselves.
13. Appeals relating to an assessment decision must be completed within 6 months of the decision being made. After this time the completed assessment materials will be archived and the original decision will be retained.