

72. AOT Appeal Policy

Policy Name:		AOT Appeal Policy	
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Authorising Officer:		CEO	
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Related Legislation & Guidelines		Standards for Registered Training Organisations (RTOs) 2015	
Scope	Course Type	All	
Version Updates	Version 1	Implemented	03/07/2014
	Version 2	Updates to formatting and document code	18/05/2016
<p>Communication:</p> <p>AOT's policies, procedures and guidelines are saved in a central file location accessible by all relevant staff. Updates are communicated to staff through our knowledge management system. Updates are communicated to students via announcements in our Learning Management System.</p>			

1. Purpose

AOT's Appeals policy manages requests for a review of all assessment decisions, made by AOT assessors to ensure the principles of natural justice and procedural fairness are adopted.

2. Policy

AOT students have a right to appeal any assessment decision including unsuccessful Recognition of Prior Learning (RPL) applications.

Students are provided with three (3) attempts at each assessment task with written feedback and guidance provided at each attempt.

A student has a period of 21 business days from results being provided to instigate an appeal.

A student who appeals an assessment outcome has the opportunity to be re assessed by a second assessor within five (5) business days of appeal being submitted.

The outcome reached by the second assessor remains in place.

If the student is still unsatisfied, the appeal is escalated to the Manager of Training and Compliance for review.

A response is provided to the student within five (5) business days.

This policy is written in conjunction with the AOT Access & Equity, Privacy and Concerns & Complaints Policies.

3. External Appeal

If the student is not satisfied with the outcome and it has not been resolved within sixty (60) days the student may request that the matter be referred to the Australian Skills Quality Authority (ASQA).

Policy and Procedure is made available to Students enrolled with Accredited Online Training through publication on the website: www.aot.com.au and within the Student Handbook.

4. Related Forms and Documents

AOT's Document Register outlines all the forms and documents that relate to this policy. The Document Register is saved within a central file location and is accessible by all relevant staff.

5. Quality and Continuous Improvement

All policies, procedures and processes are reviewed on an annual basis. This policy will be formally reviewed on the date set out in the version control table at the beginning of this document.

AOT reserves the right to review and update policies, procedures and processes at any time outside of the formal review cycle, as required by:

- a) changes in regulatory, statutory, or contractual obligations,
- b) results of internal quality assurance processes,
- c) feedback received from staff.

Any recommendations to improve this document must be submitted to ceo@aot.edu.au.