

RTO POLICY

Appeals Policy

PURPOSE

The purpose of this document is to identify the policy should an appeal be received from a Student regarding a decision made for their training and assessment.

POLICY

It is the policy of MPA to ensure Students are provided fair assessment outcomes as part of their training and assessment.

An appeal request may be lodged by a student should they disagree with an assessment outcome.

Reasons for an appeal could include, but it not limited to:

- The student claims their Assessment outcome is incorrect
- The student claims their Assessment was not handled fairly and/or ethically
- The student claims they did not receive the necessary support in order to be assessed fairly
- The student claims they did not have sufficient time to complete the Assessment/s

In order for an appeals request to be made, the Appeals form (available for download on the Master Plumbers Association of SA Inc website -www.mpasa.com.au) must be completed and returned to MPA within 30 days of the final assessment. This will then be recorded and the relevant steps will be taken to ensure the complaint is effectively and appropriately addressed.

Please refer to the Appeals Procedure for full information.

Master Plumbers Association of SA Inc will ensure that:

- *The principles of natural justice and procedural fairness are adopted at every stage of the appeals procedure.*
- *The Appeals policy, procedure and form is publicly available at all times (www.mpasa.com.au)*
- *Students are informed of their right to lodge an Appeal in our Student Handbook, at Course Induction and on the student information included in their induction pack.*

RTO POLICY (Continued)

- Appeals are open to all students
- All received appeals will be treated confidentially and taken seriously
- All students will be treated fairly and with respect
- Appeal requests will be acknowledged in writing following receiving the Appeals Form.
- The student has the opportunity to have an independent person review the case or attend meetings to resolve the issue
- Any appeals received are resolved in a timely manner and if possible, within 7 days of receiving the Appeals form.
- Should the Appeals processing take longer than 60 calendar days, the person/s involved will be notified in writing. They will also be provided ongoing updates of the progress of the case.
- All Appeals will be recorded in the RTO Register, including the outcomes, progress and resolutions
- Issues identified will be reviewed and any improvements or processes to prevent reoccurrence will be established and recorded in the RTO Register.

Revision Record

Date	Version	Revision
1/5/2011	1.0	Created document
26/11/2013	2.0	Minor format changes
18/2/2015	3.0	Made changes to comply with RTO Requirements and to incorporate company name change
1/4/2016	4.0	Update to incorporate new process
27/8/2019	5.0	Separated Complaints and Appeals policy into two separate documents, as per recommendation following audit.

Policy Approval

Approved By:	Andrew Clarke	Position:	Executive Officer
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