

APPEALS PROCESS POLICY

SCOPE OF POLICY

Scope Vision has a fair and equitable process for dealing with student assessment appeals. A student may appeal against decisions relating to academic results or Assessment. A student must make an appeal against an assessment decision within 30 days of the issuance of the academic/assessment result.

APPEALS PROCESS

Assessment Appeals should be brought to the attention of the General Manager and our Appeals Notification Schedule (Policy doc 4.5), will be forwarded to you in order for your Appeal to be outlined in writing.

Assessment decisions wishing to be appealed by a learner will be dealt with in accordance with our College Appeals Process.

The learner notifies the College of their dissatisfaction with their assessment undertaken whilst as a learner of the College. The Directors forward an Appeals Notification Schedule (Policy doc 4.5), which the learner then completes and returns to the College General Manager.

This Schedule identifies:

- ◆ The circumstances surrounding the appeal
- ◆ Who was involved
- ◆ Why the learner is unhappy with the assessment, or why they feel unfairly treated
- ◆ Any related evidence the learner may have
- ◆ Date and location where the assessment occurred
- ◆ The name of any witnesses to the assessment

A meeting will be held to resolve the situation to the satisfaction of all parties. If no such solution is reached at this meeting, the matter will be referred to an independent third party at no cost to the complainant.

Outcomes through out this Appeals Process will be documented and forwarded to the relevant parties in writing. A record of all decisions will be appropriately recorded in the learner's file.

Any Processes of the College needing monitoring, moderating and/or adjusting will be instigated immediately in accordance with Policy 17 Key Processes.

Definition:

Learner: encompasses either student or trainee

The College: SCOPE Vision, or Satterthwaite Consulting: The R.T.O.: NTIS: 4685

Directors: Managing Director(s) and/or General Manager

Complaint/Grievance: anything related to EEO, or anti-acceptable practices

Appeal: anything relating to dissatisfaction with the College the assessment process(es) and outcome(s)

Related documents:

Complaints/Grievances Policy doc 4.1

Complaints/Grievances Notification Schedule doc 4.2

Complaints/Grievances Policy Flowchart 4.3

Appeals Process Policy doc 4.4

Appeals Notification Schedule 4.5

Appeals Process Flowchart 4.6