



Adair Registered Training Organisation Pty Ltd Appeal Policy and Appeal Application Form

Purpose

This document details the Adair Registered Training Organisation's Appeal Policy and includes the relevant Appeal Application Form.

Adair Registered Training Organisation (ARTO) is the parent company of several businesses or trading names registered under the Adair Registered Training Organisation Pty Ltd company structure, approved by ASQA to deliver training and assessment. For the purpose of this document a reference to *ARTO Business Unit* means the relevant business entity with whom the participant has enrolled.

The *ARTO Business Unit* defines an appeal as the following:

By submitting this form you are requesting an appeal of a judgment made against you. This may be by way of a response to a complaint, or a result of an assessment.

Appeal: To request a review of an assessment decision
To request a review of a decision such as a complaint or refund process, made by the *ARTO Business Unit*

Appeal Process

All appeal must be submitted to the *ARTO Business Unit* Manager in writing within 14 days of receiving your result.

If you lodge an appeal against an assessment result and have no re-sit opportunities available to you, the *ARTO Business Unit* Manager will assign the assessment to an independent assessor within the *ARTO Business Unit*.

The second assessor will review the theory work and/or watch you perform the required assessment tasks and make an independent decision on the assessment result.

Should the initial assessment result be upheld, you will be required to repeat the unit of study at your own expense at the next available intake.

Should the initial assessment be set aside, the result will be recorded based on the second assessor's decision.

If you are not satisfied with the outcome, you may lodge a further appeal, which will be managed by the *ARTO Business Unit* Director/CEO.

During the compliant investigation you will:

- Continue coming to class unless otherwise directed
- Have the opportunity to present your case in writing and/or in a meeting



- If you are required for a meeting, you are advised and it is recommended, to bring a support person with you, of your choosing

Reasons and a full explanation in writing for the decisions and actions taken as part of this process will be provided to the Appellant and/or Respondent if requested.

If the decision is favorable, it will be documented and any changes to policy or processes will be made.

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.



Appeal Application Form

Name:

Contact Details:

ARTO Business Unit:

This form serves to begin the appeal process in relation to a judgment that has been made against you. This form must be lodged to the *ARTO Business Unit* Manager, or their delegate, within 7 days of receiving a judgment.

A written response will be issued to you within 7 days.

Please detail in full, your reason for the appeal:

Signature:

Date: / /

We will be in contact within 7 days, Thank You





OFFICE USE ONLY

Received by:

Appeal Number Issued:

Date: / /

Action Taken:

Date of response: / / Follow up date: / /

Specify improvement possible based on appeal:
