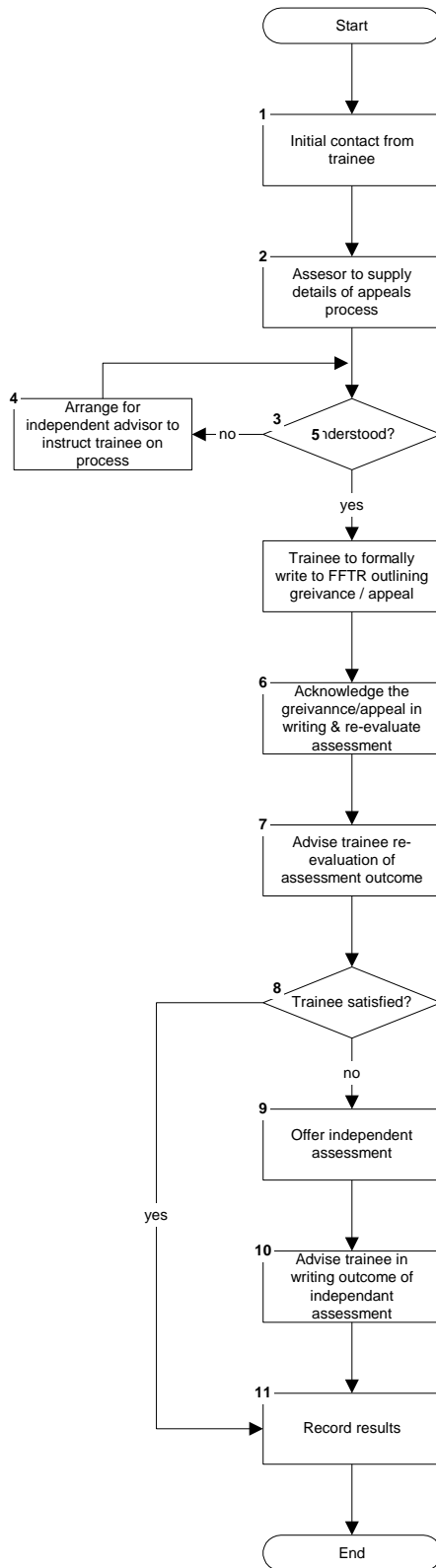


## Assessment Appeals Procedure



### Work Instructions / Comments

1. Initial contact may be by any means including verbal. Should the trainee have a grievance other than about an assessment, refer them to the "Complaint Procedure".
2. The trainee is to be informed about the appeals process.
3. It is important to ensure the trainee fully understands their requirements and obligation concerning an appeal, as well as the process FFTR shall implement.
4. Mis-information or misunderstandings and the like, may be sorted out after discussion of the issue. No further action is required in this instance.
5. The written appeal should include details of the course/module by name and number, and the reasons for the grievance concerning the assessment.
6. Acknowledgement should take place within 3 working days of receipt of the appeal/grievance. An objective re-evaluation of the initial assessment should be made. It is recommended that the assessment be discussed and re-evaluated with another internal assessor where available.
7. Advice to trainee to be in writing.
9. Independent assessment to be arranged with an alternate appropriately registered RTO.
10. A formal response or copy of independent assessment report to be provided to the trainee within 48 hours of receipt of report.
11. Alternate RTO assessment is binding for both trainee and FFTR, and details should be appropriately recorded on the trainees file.

### IMPORTANT NOTE

This procedure should be used in conjunction with the Future Force "Complaints and Appeals Policy". Policy is available on request, is available in hard copy in the Policies folder in each Future Force office, and is provided to learners/students upon enrolment.