Purpose

Goodstart Institute of Early Learning acknowledges the National Assessment Principles issued under the Australian Recognition Framework and is committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its clients. Therefore, all clients have the right to appeal any assessment decision made by Goodstart Institute of Early Learning if they believe that the assessment is invalid and/or feel that the process was invalid, inappropriate or unfair.

Requirement

Clients dissatisfied with the assessment received are asked to discuss the results and go through the assignment with the relevant trainer in an attempt to reach a decision before a formal appeal is submitted.

However, after the initial discussion with the trainer if the client is still not satisfied with the assessment received, they can request a second assessment by submitting a formal Assessment Appeal Form to the Academic Coordinator within seven days following receipt of the assessment result.

Appeals regarding assessment should be submitted in writing by email or post (to Student Services), with a copy of the assignment under question. The Academic Coordinator will contact the student via phone to discuss the appeal process which will entail the Academic Coordinator assessing the assessment in question. Pending the investigation, the Academic Coordinator will inform the client of the outcome of the investigation via writing.

In the event that the appellant is still dissatisfied with the appeal outcome, or if no response to their initial appeal has been received, the appellant should register an appeal with the relevant State or Territory Training Authority (Training and Employment Recognition Council Ph.: 1300 369 935).

In all cases, the appeals process will be:

- Formal and impartial
- Clearly defined and explained to the client
- Known to assessors and client before assessment takes place
- Supported with written documentation

Associated Polices/procedures

- Complaints and Appeals
- Candidate Disciplinary Procedure
- Assessment
- Client and Employee Satisfaction