

Appeal and Reassessment

Purpose

GoodStart Training College 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 Training College if they believe that the assessment is invalid and/or feel that the process was invalid, inappropriate or unfair.

Procedure

Appeals regarding assessment will generally be conducted through an initial interview, investigation and a confirmation interview. If the appeal is regarding a submitted assessment, a copy of the assignment under question should be brought to the initial interview. In general, appeals will only be considered upon completion of the module and/or course and the notification of results.

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 College Management within seven days following receipt of the assessment result.

Once a formal appeal is lodged and after checking the validity of the appeal, the College Manager will call on an independent appeal panel, in an attempt to resolve the issue. At the appeal hearing the candidate is able to attend and provide additional evidence to support their case. The decision of the external appeal is not binding to either party that is involved in the dispute. All outcomes will be recorded in 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