

## Appeals Policy & Procedure

### Purpose

Edmund Rice Education Australia Flexible Schools Ltd as a registered training organisation (Flexi RTO 46087) (the RTO) ensures this policy is to provide clear and practical guidelines to ensure that appeals of students can be resolved equitably and efficiently, and in accordance with the principles of natural justice.

### Scope

This Appeals Policy is applicable specifically to students enrolled with the RTO regarding assessment decisions affecting them.

### Definitions

Appeals refer to requests for reconsideration of decisions made regarding any aspect of a student's training, assessment, or related services.

### Natural Justice Principles

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has the right to know what they are accused of.
- All parties are informed of the decision and reasons for the decision.

### Policy

Students have the right to appeal any RTO decision. Appeals will be handled fairly, equitably, and efficiently. Confidentiality will be respected throughout the process.

### Procedure

Should a student wish to appeal a decision regarding assessment, the following steps are to be followed:

1. **Initial Discussion:** The student should discuss their concerns regarding decisions with their trainer/teacher.
2. **Escalation:** If unresolved, discuss with the HOC/Principal.
3. **Formal Appeal:**
  - If still unresolved, the student must submit an appeal form detailing:
    - Description of the appeal
    - Steps taken to resolve
    - Any relevant correspondence
    - Desired outcome
4. **Acknowledgment:** The RTO will acknowledge the appeal in writing within 5 days and commence review within 48 hours, providing a response within 30 days.
5. **Written Decision:** A written response with the decision will be provided. If dissatisfied, the student may escalate to the RTO CEO for mediation.

6. **Outcome Communication:** All involved will receive the outcome statement within 14 days; a 60-day delay will be communicated.
7. **Record Keeping:** An appeals record will be stored in the student’s file and noted in the appeals register.
8. **Further Action:** In cases of continued dissatisfaction, the student may appeal to the VET Regulator.
9. **Documentation:** All appeal-related documents will be archived for 10 years for audit purposes.

### RTO acknowledgement and approval

The Chief Executive Officer (CEO) approves <ul style="list-style-type: none"> <li>• The policy, procedure and implementation as outlined above</li> <li>• The RTO Operations manager monitoring, evaluating and reviewing the application of this policy and ensuring compliance at all times</li> <li>• the email addresses provide the same acknowledgment as a signature.</li> </ul>			
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