



## AMA Policy 1.02

### APPEALS PROCESS

**Overview** *Ensure that employers and learners have a fair mechanism in relation to the handling of appeals and that the principles of natural justice and procedural fairness are adopted at every stage of the appeal process.*

All learners have the right to appeal the outcome of an assessment on the grounds that there is a perceived flaw in the assessment process.

Learners should be encouraged to raise their issue in the first instance directly with the person concerned. If these parties cannot achieve a resolution, then it may be necessary to resort to a formal appeals process.

#### Grounds for Appeal

The grounds on which an appeal can be lodged are as follows:

1. The learner perceives the process of assessment procedures as stated in the Assessment Plan were not followed by the Trainer or Assessor.
2. The learner believes their performance was degenerated by shortfalls in the assessment procedures beyond their control.
3. The learner believes the assessment did not comply with the Principles of Assessment - validity, reliability, fairness and flexibility.

As a general rule, an appeal should be dealt with within 14 working days. If the appeal cannot be dealt within that time frame, the learner will be contacted to advise that the appeal is still under review. Where the appeal cannot be resolved within 60 days the learner is to be advised in writing the reasons why more than 60 days is required.

#### Appeals Process

AMA's procedure for handling appeals is to ensure all appeals are treated with fairness, neutrality and confidentiality.

- Appeal must be submitted to the AMA Coordinator in writing detailing the grounds for appeal and contain copies of all relevant supporting documentation.
- The appeal is formally recorded on the Appeals Register by the AMA Coordinator and acknowledged in writing.
- Where appropriate, appeals will be considered by the AMA Training

Coordinator. If this person does not believe they can handle the appeal in an impartial way, or have been directly involved in the matter under appeal, it will be referred to the Manager.

- The outcome of the appeal and reasons for decisions must be documented by the AMA Training Coordinator or Manager as the case may be.
- The appellant is formally advised in writing by a statement detailing the outcome and reason for the decision.
- The Manager will be responsible for any action required to address reviews or improvements to its operations and practices.
- All documentation relating to the appeal and outcome of the decision will be held on the learner file by the AMA Training Coordinator, with a copy forwarded to the Manager.
- The outcome of the appeal will be recorded on the Appeals Register and will be used to identify themes or trends that may signal system weaknesses in the operations and practices of AMA Training Services .

### **Outcome of the Appeal**

The outcome of the appeal may include:

- The appeal being upheld, resulting in an independent re-assessment of the learner
- Rejection of the appeal

### **AMENDMENT AND AUTHORISATION**

<b>Date of Issue and Revision</b>	<b>Description of Amendment</b>	<b>Reviewed (Coordinator)</b>	<b>Authorised (Manager)</b>
30/05/02	Policy and Procedure Issued Version 1	Samantha Thompson	Noelle Jones
27/10/03	Policy and Procedure Updated Version 2	Ann Spouge	Geoffrey Jones
02/02/09	Policy and Procedure Updated Version 3		Geoffrey Jones
13/01/10	Policy and Procedure Reviewed	Chris Dias	Geoffrey Jones
17/01/11	Policy and Procedure Updated Version 4	Chris Dias	Geoffrey Jones
14/02/2012	Policy and Procedure Reviewed	Samantha Thompson	Geoffrey Jones
08/04/2013	Policy and Procedure Reviewed	Samantha Thompson	Geoffrey Jones
04/02/2014	Policy Reviewed V4	Geoffrey Jones	Geoffrey Jones
07/04/2015	Policy Reviewed V5	Geoffrey Jones	