



Merinda Park Learning & Community Centre Inc

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COMPLAINTS AND APPEALS OF ASSESSMENT POLICY

Merinda Park Learning & Community Centre (MPLCC) provides the opportunity for students who have attempted an assessment and have been assessed as “Not Yet Competent” (NYC) and resubmitted, the opportunity to resubmit work once more.

Our appeals & reassessment process is an integral part of all training & assessment and helps to ensure that our assessments, reflect the 4 assessment principles of reliability, flexible, fairness and validity.

The right to appeal any assessment decision can be made if the student believes that the assessment is invalid or feel that the process was invalid, inappropriate or unfair.

Procedure

Students must have an attendance record for the particular module of at least 80% as per the student handbook.

MPLCC seeks to prevent appeals by ensuring that students are satisfied with their course and its outcomes. In addition to their functional expertise, staff are expected to be fair, courteous and helpful in all dealings with students. Any complaint about a staff member or program, or appeal against an assessment, will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint or appeal. As well, the circumstances and results of any complaint or appeal will be considered by senior management to remove any underlying reasons for continued difficulty by the complainant or other students.

MPLCC abides by freedom of information and privacy principles.

If a student feels the need to make a complaint or the need to appeal an assessment then the following steps should be followed:

- Step 1:** Students should approach their trainer with their complaint or appeal and explain clearly the problem or the reason for their dissatisfaction, so that the trainer can attempt to resolve the matter. This must be done within 7 days of receiving their results.
- Step 2:** If a student is dissatisfied with the way in which the complaint or appeal was handled, or with the outcome, they should speak with the VET Training Manager, if they have not done so previously. The Manager will identify the main issues of the complaint and/or appeal and will attempt to resolve the matter. This must be done within 14 days of receiving their results as per the date on the assessment cover sheet signed by the trainer when marking.
- Step 3:** If a student still believes they have grounds for being dissatisfied with the outcome and/or the process that was followed in the attempt to satisfactorily resolve the matter, they are to lodge their complaint in writing with the CEO who will:
- (a) **For dissatisfaction with assessments** – the CEO will convene a review panel comprising the CEO, Education Manager and an independent assessor (one who has not previously assessed the student) and review the assessment in dispute. The student will be advised in writing of the outcome of the review and the courses of action available to them if they still dispute the assessment within 28 days of the CEO receiving the appeal/complaint.
 - (b) **For complaints regarding other matters** – the CEO will investigate the student's complaint and will inform the student in writing of the findings of the investigation and the course of action available to them if they are still dissatisfied.
 - (c) **Students will have 7 days from the date of decision from the VET Training Manager to lodge a complaint with the CEO.** This process will take no longer than 28 days to be resolved .
 - (d) **Step 4:** If a student is still dissatisfied with the decision made by the CEO, then the student should address the complaint or appeal letter to the Committee of Management. **Students will have 7 days from the date of decision from the CEO to lodge a complaint with the Committee of Management.** This process will take no longer than 28 days to be resolved and will be addressed at the next convened committee meeting.
- Step 4:** MPLCC will seek arrangements with another RTO in the area to address the complaint with regards to re assessing the student's work which has been marked Not Yet Competent, should none of the steps above resolve the issue of the marking of an assessment.
- Step 5:** If after all these avenues the student is still dissatisfied, students should address their complaint/appeal to VRQA
<http://www.vrqa.vic.gov.au/StateRegister/Public.aspx/LodgeComplaint>



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COMPLAINT/ ASSESSMENT APPEALS FORM

Merinda Park Learning and Community Centre recognises the rights of course participants to lodge an appeal against an assessment result or make a complaint as per student handbook

1. Complaint

If you have a matter that has not been resolved by talking with your trainer, the administration or support staff, then you can take this further by submitting a written complaint to the management.

I would like to lodge the following complaint/appeal and request that management provide me with a verbal/written response of my application.

(Attach if more space required)

2. Assessment Appeal

You have the right to appeal an assessment decision. Again the matter should first be resolved by talking with the trainer who marked your work and gave the feedback. Then you should talk to the Education Manager who may decide to get a second person to assess your work. If you are still not satisfied, you can take this further by submitting a written assessment appeal request to the CEO.

You will be given an opportunity to appeal your results immediately if you do not pass your assessment.

You can appeal against your assessment results anytime within a period totalling 28 days after receiving your results.

To appeal, you need to fill out an appeals form and send it to the Education Manager. And an appeal in included. Your appeal will be dealt with within fourteen days of your lodging the form.



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I would like to appeal against the results issued for -

Course : _____

Module : _____

Assessment task : _____

Trainer/ assessors who marked my work :

Grounds for the appeal and circumstances that I request be taken into consideration in the appeal :

Name: _____

Course enrolled _____

Date of complaint/appeal _____

Signed _____

Submitted _____

Assessment Appeals

MPLCC Assessment Decision Appeal Form

Applicant Name: _____

Unit of Competency: _____

My assessor has advised me that I am not yet competent in the above Unit of Competency. I appeal the decision as I consider that I have demonstrated competency for the following reasons:

Please continue on a separate sheet if required.

Signed:

Date: