

VET - APPEALS POLICY

1. PURPOSE

The purpose of this policy is to outline the management and response to requests for appeal against assessment decisions made under Vocational Education and Training (VET) skills assessment services.

2. SCOPE

This policy applies to customers of Vocational Education and Training including applications for Recognition of Prior Learning (RPL), Temporary Skill Shortage (TSS) Program, and the Offshore Skills Assessment Program (OSAP) and Australian Technical Competency Statement (ATCS) Assessments.

3. POLICY STATEMENT

- 3.1 A request for appeal must be made in writing.
- 3.2 Appeals will be acknowledged in writing and finalised within 30 working days.
- 3.3 Where more than 60 calendar days are required to process and finalise the appeal, VETASSESS will inform the applicant in writing, including reasons why more than 60 calendar days are required.
- 3.4 This policy is based on the principles of natural justice and procedural fairness.
- 3.5 All applicants will have the right to request an independent panel to review the case if they are unsatisfied with the VETASSESS appeal outcome.

4. DEFINITIONS

Independent Panel	A collective who have not been involved in the original decision made. The panel may include industry experts from the relevant vocational area.
Principles of Natural Justice	These principles allow the appellant to tell their side of the story without bias. They grant the applicant's right to be heard and the right to a fair and impartial appeal process.
Procedural Fairness	Procedural Fairness requires VETASSESS to respond to a request for appeal without undue delay.

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5. ROLES AND RESPONSIBILITY

Who	Responsibility
Executive Director	Ultimate accountability for this policy rests with the Executive Director VETASSESS.
Head, Vocational Education and Training	Is responsible for implementing and disseminating this policy and for informing the Appeal outcome to all parties.
VET Compliance Coordinator	Is responsible for the development, review, and monitoring of this policy.

6. APPENDICES


Appendix 1 – Appeals Process for TSS, OSAP and ATCS Skills Assessment Programs

Appendix 2 – Appeals Process for Recognition of Prior Learning (RPL) applications

7. SUPPORTING INFORMATION

N/A

8. APPROVALS AND REVIEW DETAILS

Document title	VET Appeals Policy
Approved by	Executive Director, VETASSESS
Signatures	
Reviewed by	Head of Vocational Education and Training

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Related policies and procedures	P-02-VET-Assessment Policy P-03-VET-Complaints Policy	
Related legislation or references	Standards for Registered Training Organisations (RTO) 2015	
Next Review Date	3 May 2025	
Version	Notes/Changes	Date Approved
1.0	New Policy	July 2021
1.1	Consolidated two separate (RPL appeal and VET appeal) policies into one. Updates to scope, definitions, and related policies/procedures. Update to appendix 1, with major content change to 5 External Case Review	March 2022
1.2	Update to Policy template Added: Appendix 2 – Appeals Process for Recognition of Prior Learning (RPL) applications	February 2023
1.3	Editing changes only Change to terminology from candidate to applicant	May 2024

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Appendix 1 Appeals Process for TSS, OSAP and ATCS Skill Assessment Programs

1. Lodge a Request for Appeal	<p>Submit your request via the FM-SRT-37 Request for Review (Appeal) form and email to tradeassess@vetassess.com.au.</p> <p>You must submit your request within 7 business days of receiving an unsuccessful assessment outcome. Fees are payable directly to Trades Recognition Australia (TRA).</p>
2. Acknowledgement	<p>VETASSESS will acknowledge your request within 2 working days.</p>
3. Investigation	<p>A VETASSESS assessor who did not participate in your original assessment will review the evidence you submitted with the original application plus any additional evidence provided to confirm whether the correct assessment outcome was made.</p>
4. Response and Outcome	<p>VETASSESS will advise the outcome of your appeal upon completion. If there are delays in processing your appeal, we will contact you.</p> <p>You will only be eligible for a refund of the review fee when an assessment outcome is overturned based solely on the evidence provided in the original application.</p>
5. Further Options	<p>If the appeal process does not resolve your concerns, VETASSESS will engage with the relevant external industry expert in any appeal requirement, as needed. Please contact us at tradeassess@vetassess.com.au to discuss the process for this option.</p>

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Appendix 2 Appeals Process for Recognition of Prior Learning (RPL) applications

1. Lodge a Request for Appeal	<p>Submit your request via the FM-SRT-37 Request for Review (Appeal) form and email it to rpl@vetassess.com.au.</p> <p>You must submit your request within 14 business days of receiving an unsuccessful assessment outcome.</p>
2. Acknowledgement	<p>VETASSESS will acknowledge your request for appeal within 2 working days.</p>
3. Investigation	<p>VETASSESS will investigate the circumstances around your appeal. You may be contacted for further information at this point.</p>
4. Response	<p>VETASSESS will respond to your appeal in writing within 10 working days.</p> <p>If there are delays in processing your appeal, we will contact you.</p>
5. Further Options	<p>If the appeal process does not resolve your concerns, VETASSESS will engage with the relevant external industry expert in any appeal requirement, as needed. Please contact us at rpl@vetassess.com.au to discuss the process for this option.</p>