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Bendigo Kangan Institute

VET Appeals Policy

1.0 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.

2.0 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.

3.0 Legislative Context

National Vocational Education and Training Regulator Act 2011 (Cth)
2025 Outcome Standards for Registered Training Organisations (RTOs)

4.0 Policy Statement

- 4.1 A request for appeal must be made in writing.
- 4.2 Appeals will be acknowledged in writing and finalised within 30 working days.
- 4.3 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.
- 4.4 This policy is based on the principles of natural justice and procedural fairness.
- 4.5 All applicants will have the right to request an external industry dispute resolution body to review the case if they are unsatisfied with the VETASSESS appeal outcome.

5.0 Roles and Responsibilities

Role	Responsibilities
Executive Director VETASSESS	Ultimate accountability for this policy rests with the Executive Director VETASSESS.

Approval Authority: Director of Vocational Education and Training (VET)

Doc Custodian: Compliance Coordinator

Version No: 1.4

Issue Date: 04/12/2025

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Director of Vocational Education and Training (VET)	Is responsible for implementing and disseminating this policy and for informing the Appeal outcome to all parties.
Compliance Coordinator (VETASSESS)	Is responsible for the development, review, and monitoring of this policy.

6.0 Definitions

Word/Term	Definition
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.

7.0 Supporting Policy Documents and Forms

Document Name
P-02-VET-Assessment Policy
P-03-VET-Complaints Policy

8.0 Version Control and Change History

Ver.	Issue Date	Document Custodian	Description of Change	Approval Authority
1.0	July 2021	Compliance Coordinator	New Policy	Director Vocational Education and Training (VET)

Approval Authority: Director of Vocational Education and Training (VET)

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1.1	March 2022	Compliance Coordinator	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.	Director Vocational Education and Training (VET)
1.2	February 2023	Compliance Coordinator	Update to new Policy template Added: Appendix 2 – Appeals Process for Recognition of Prior Learning (RPL) applications	Director Vocational Education and Training (VET)
1.3	May 2024	Compliance Coordinator	Editing changes only Change to terminology from candidate to applicant	Director Vocational Education and Training (VET)
1.4	January 2026	Compliance Coordinator	Reformatted in BKI policy template. Head Vocational Education and Training changed to Director Vocational Education and Training. “independent panel” changed to “external industry dispute resolution body” in section 4.5. Standards for Registered Training Organisations (RTO) 2015 changed to 2025 Standards for Registered Training Organisations (RTO).	Director Vocational Education and Training (VET)

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9.0 Document Owner and Approval Body

Document Custodian	Approval Authority	Approval Date	Next Scheduled Review Date
Compliance Coordinator (VETASSESS)	Director Vocational Education and Training (VETASSESS)	4 December 2025	4 December 2027

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

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

Approval Authority: Director of Vocational Education and Training (VET)

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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. Use of Appeals for Continuous Improvements	<p>Outcomes of appeals are monitored and reviewed regularly to identify potential trends or systemic issues. Where appropriate, these findings will inform improvements to assessment.</p> <p>This will be managed via CAIR Actions Register.</p>
6. Further Options	<p>If the appeal process does not resolve your concerns, VETASSESS will engage with the relevant external industry dispute resolution body 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. Use of Appeals for Continuous Improvements	<p>Outcomes of appeals are monitored and reviewed regularly to identify potential trends or systemic issues. Where appropriate, these findings will inform improvements to assessment.</p> <p>This will be managed via CAIR Actions Register.</p>
6. Further Options	<p>If the appeal process does not resolve your concerns, VETASSESS will engage with the relevant external industry dispute resolution body in any appeal requirement, as needed. Please contact us at rpl@vetassess.com.au to discuss the process for this option.</p>