

Academic Appeals Policy

Relevant Standard/s

Standards for Registered Training Organisations (RTOs) 2015
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| <ul style="list-style-type: none"> • Standard 6 – Clauses 6.2, 6.3, 6.4 |
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Purpose

Pivotal Education offers students right of appeal to comply with Standard 6 – Clauses 6.2, 6.3, 6.4 - *Standards for Registered Training Organisations (RTOs) 2015*. Pivotal Education ensures that students have access to a fair and simple appeals process, retaining all outcomes in student files.

Compliance with Standards for Registered Training Organisations (RTO’s) 2015:

Pivotal Education appeals process for individual students complies as follows:

- a. Pivotal Education academic appeals policy manages requests for a review of assessment decisions, made by Pivotal Education trainers and assessors
- b. Pivotal Education’s appeals policy:
 - ensures the principles of natural justice and procedural fairness are adopted at every stage of the appeal process
 - is publicly available
 - clearly sets out the procedure for requesting an appeal
 - ensures requests for an appeal are acknowledged in writing and finalized as soon as practicable; and
 - provides for a review by an appropriate party independent of Pivotal Education and the student appealing at the request of the student making the appeal, if the processes fail to resolve the appeal
- c. In cases where Pivotal Education considers more than 60 calendar days are required to process and finalise the appeal, Pivotal Education:
 - Informs the student in writing, including reasons why more than 60 calendar days are required
 - Regularly updates the student on the progress of the matter

Grounds for Appeal

Students may apply for appeal of an assessment outcome based on the following:

- a. Student believes they have demonstrated the skills and knowledge required to evidence competency against the unit if competence assessment requirements
- b. Student believes that the assessment does not match with the training that has been provided
- c. Any other grounds presented by a student will be considered by the Trainer, Compliance Officer in consultation pending the Chief Executive Officer’s final approval

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Appeals Process

Students may access Pivotal Education’s appeals process as follows:

1. Students complete the Pivotal Education Academic Appeals Form and arrange a first interview with their Trainer
2. Pivotal Education Trainer in consultation with the Compliance Officer will initially review their decision and the assessment used to make the decision against the Assessment Policy and relevant Training Package ensuring the evidence presented by the student meets requirements of the assessment as per training package requirements
3. If the student, trainer and Compliance Officer cannot reach a decision that satisfies all parties, the Chief Executive Officer will interview the Compliance Officer, trainer and student if necessary, to find out if there is any other relevant information
4. In cases where it has been deemed that the assessment has demonstrated competence with the skills and knowledge, the assessment will be changed from NYC to C
5. In cases where the Compliance Officer’s decision is to uphold the trainer’s initial judgement of not demonstrating competence, the student will be provided with the reasons and support to attain competence and be reassessed
6. In cases where the Compliance Officer has identified the assessment as requiring revision and amendment, the assessment will undergo the assessment validation process
7. Compliance Officer will make a decision and inform the student and trainer in writing within 7 days
8. In cases where a student has not been granted an appeal at this level, they may escalate the academic appeals process internally to the Chief Executive Officer as per Complaints Handling and Appeals Process Policy
9. If the academic appeal is still not granted through the escalation within Pivotal Education internal appeals process, the student may access appropriate, independent external persons/organisations. Refer to external agencies in the Complaints Handling and Appeals Process Policy for additional details.

Recording Appeals Evidence

- a. Pivotal Education maintains all academic appeals information in the students file
- b. Pivotal Education process for recording appeals is as follows:
 - Compliance Officer gives the completed academic appeals information to the Administration Officer
 - In cases where the appeal has been upheld, the Administration Officer/Training Coordinator will update VET Trak to evidence the assessment and unit of competency result as competent

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- In cases where the appeal was not upheld, the Administration Officer/Training Coordinator will update VET Trak in the client journal to record the request and outcome
- Administration Officer/Training Coordinator will update the Academic Appeals Register with the details of the appeal
- Administration Officer/Training Coordinator will file all hard copies of the academic appeal in the student's file

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