

## Appeals Policy and Process

### Policy:

ITS is committed to a fair and equitable process for dealing with participant appeals against assessment policies, processes, practices or outcomes. It strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint.

Participants will be advised, at the time of enrolment, of the appeals process and of their rights with regard to appeals. This information will also be conveyed as part of any initial training program or process.

### Appeals Process:

1. Participant perceives an issue with assessment policies and/or processes and/or practices and/or outcomes and is encouraged to discuss this with an ITS assessor or adviser.
2. The assessor/adviser discusses the issue with participant and if the issue is resolved the process is complete. If the issue is not resolved then step 3 is put in place. #
3.
  - a) If the appeal is against an assessment outcome \*, the participant is given the option of a re-assessment by another assessor. If the participant is satisfied with the outcome of this second assessment, the issue is resolved and the process is complete. If the issue is still not resolved, step 4 is put in place.
  - b) If the appeal is against an assessment policy, process or practice, step 4 is put in place.
4. The assessor / adviser refers the appeal to an ITS verifier. This referral may be undertaken on a face-to-face basis or in writing, but all documentation necessary for resolving the appeal must be supplied to the verifier. The verifier will give a decision within fifteen (15) working days of being advised of the details of the appeal.
5. If the participant is still not satisfied, he / she will be advised that he/she may pursue the appeal through a direct approach to the ITS Board, or through the appropriate Industry Skills Council; or the Anti-discrimination Board; or other bodies as appropriate.
6. The outcomes of all appeals are to be recorded in writing.
7. The appellant will be given a written statement of the appeal outcomes, including reasons for any decision.

# *Should an appeal progress beyond step 2; additional fees may apply for assessor and verifier time.*

\* *Appeals against assessment outcomes must be lodged no later than fifteen (15) working days from the date of the participant's receipt of the related feedback or assessment outcome.*

## Policy and Process

### Policy:

**ITS** is committed to a fair and equitable process for dealing with complaints. ITS strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint.

Participants will be advised, at the time of enrolment, of the complaints process and of their rights with regard to complaints.

This information will also be conveyed as part of any initial training program or process.

### Complaints Process:

For any other type of issue raised through a complaint or dispute regarding ITS activities or outcomes, the process normally followed would be as shown below:

1. A person perceiving an issue, leading to a complaint regarding ITS activities or outcomes or those of ITS 3<sup>rd</sup> Party Providers, will first and foremost be encouraged to discuss this in detail with a senior ITS representative, preferably a Director, Co-ordinator or Manager, in order to resolve the issue without delay.
2. The senior ITS representative will discuss and analyse the issue with the complainant and, if the issue is resolved, the process is complete. If the issue is not resolved then step 3 is put in place.
3. If the complainant is not satisfied, he/she will be advised that he/she may pursue the issue through the provision of a written complaint directly to the full ITS Board, who's carefully considered decision in the matter will be designed to resolve the issue in a positive manner for all concerned. This decision will be provided within a period of fifteen (15) working days of being advised of the details of the issue.
4. The outcomes of all steps are to be recorded in writing.
5. The complainant will be given a written statement of the issue outcome / resolution, including reasons for any decision.
6. If not fully satisfied by any complaint outcome, the complainant would be advised to work with ITS towards a positive resolution with support of an external moderator, such as from the Department of Education and Training, or by the involvement of an appropriate Industry Skills Council, Administrative Appeals Council, the Anti-discrimination Board, Consumer Affairs, or other bodies as appropriate.

ITS regularly reviews all areas and processes involved with access and equity, appeals and complaints, in conjunction with stakeholders. ITS manages these policies and practices in a positive and proactive manner.

