Assessment Appeals Policy

Formation Training provides all students with a formal appeals process, which draws on a commitment to all parties understanding their rights and responsibilities in the assessment process. Other grievances or issues not pertaining to assessments should be referred to Formation Training’s complaints processes.

Formation Training’s appeals process facilitates requests for a review of decisions, including assessment decisions, made by Formation Training or a third party representative providing services on Formation Training’s behalf.

Formation Training’s appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Formation Training, or anyone who has allegations made against them, to tell their side of the story before a decision is made. There is no fee or charge levied for any appeal processed.

Formation Training will maintain a student appellant’s enrolment during any appeal process.

Formation Training’s process ensures that the decision-maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made). If a student objects to actions taken or decisions made by Formation Training personnel in conducting Recognition of Prior Learning and assessment services, they have the right to lodge an appeal.

Students also have the right to lodge an appeal against competency decisions made if:

• They believe the outcome is invalid; or
• They feel the process was invalid, inappropriate or unfair.

Appeals Process

Formation Training’s appeals process is publicly available on the Formation Training’s website.

1. Before making a formal appeal, students are required to discuss the matter with the relevant Formation Training personnel in an effort to reach an agreement. Formation Training personnel will undertake to reassess the decision that has been made.

2. If a student is still unhappy, they must lodge a formal appeal in writing to Formation Training Chief Executive Officer.

3. Upon receiving a formal appeal, Formation Training Chief Executive Officer will:
   • Acknowledge receipt of the appeal in writing within five working days; and
   • Appoint an independent member of personnel as a third party to try to resolve the issue. Any decision recommended by the third party is not binding to either party.

   The independent member will review the information provided by all parties and either reject or uphold the appeal. The student will be advised of the outcome of the appeal in writing within 10 working days of lodging the appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

4. If a student, on receiving written advice on the initial appeal, is still unhappy they may lodge a second appeal to the Formation Training Chief Executive Officer. The Formation Training Chief Executive Officer will:
   • Acknowledge receipt of the further appeal in writing within five working days; and
   • Appoint another Registered Training Organisation (RTO) to review the appeal, at no additional cost to the student. This second registered training organisation will:
     - Uphold the appeal;
     - Reject the appeal; or
     - Recommend further evidence gathering by either party.
The student will be advised of the outcome of the appeal in writing within 20 working days of lodging the further appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

5. If a student, on receiving written advice on the further appeal, is still unhappy they have a right of appeal to:
   • Their relevant State Training Authority (STA) in each state and territory if an apprenticeship/traineeship based course; or
   • Alternatively to the Australian Skills & Quality Authority (ASQA) via the appropriate process.


All stages of the appeals process are documented and notes provided to all parties involved, including the outcomes of the appeal and reasons for the decisions made.