

## **Appeals Policy and Procedure**

### **Purpose and Scope**

Appeals arise when a client is not satisfied with a decision that has been made in relation to their assessment of competency. Lead Institute endeavours to treat all appeals requests with equal weighting and due consideration.

### **Policy**

Lead Institute will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the appeals process. Students will be informed of Lead Institute's formal appeals process through the Student Handbook, obtained prior to enrolment and available on Lead Institute's website. All formal appeals will be attended to within 10 working days of being received. Please see steps for the appeals process below.

### **Procedure**

- The student should first discuss their concerns with their trainer/assessor, or another staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required.
- Where the concern is not satisfactorily resolved, the student may wish to submit their appeal in writing via a completed Appeals Form. This form needs to be submitted to a Lead Institute's Administration staff. A representative may accompany the student to any meetings it holds with Lead Institute staff.
- Allow for 10 working days for the matter to be processed. The person responsible for handling appeals applications may also implement the following:
  - Interviewing persons involved in the matter;
  - Requesting another assessor review the assessment if applicable;
  - Reviewing all documentation associated with the matter.
- The outcomes will be communicated to the student in writing.
- If the student remains dissatisfied with the outcome, the matter will be forwarded to the Chief Executive for review.
- Lead Institute's Chief Executive will assess the situation and put forward a resolution within seven (7) working days of being notified.
- Should the student remain dissatisfied with the results, they will be provided with the option of having their case heard by a suitable, independent body (independent to both the student and Lead Institute) that will review the case. This body will be asked to formally declare its independence to both parties, and both parties will be asked to agree to it acting in the nominated capacity of the case manager.
- Principles outlined in the Lead Institute's Privacy and Confidentiality Policy are applicable at all times.
- The student is to be informed regularly about the progress of their application. Should it appear likely that the application will take more than 10 working days to process, the student will be informed in writing stating the reason for the delay.
- Records of all appeal processes and outcomes will be recorded by Lead Institute and saved according to the Record Keeping Policy.
- All appeals applications and processes will be carefully reviewed by senior management following finalisation to identify any areas of improvement that Lead Institute can act upon. The appellant may withdraw an appeal at any stage in the process. If the appeal is withdrawn, the matter will be deemed closed.