

Assessment Appeals Policy and Procedure

Policy

Version V1611

PINNACLE is committed to providing quality training and assessment services and will take all necessary steps to resolve, fairly and expeditiously, any appeal it receives about an assessment outcome. All assessment appeals will be discussed, reviewed and actioned following the procedure outlined below.

Purpose and Scope

To demonstrate a commitment to the receipt, processing and resolution of assessment appeals and commitment towards continuous improvement by PINNACLE. This policy is applicable to all assessment tasks for all students enrolled with PINNACLE.

Procedure

- ❖ Students who disagree with an assessment outcome should first discuss the outcome with their assessor on receiving the outcome and feedback
- ❖ Students who are still not satisfied and wish to appeal the assessment outcome make a written request to Pinnacle management outlining the reason they believe their assessment outcome is not appropriate.
- ❖ This can be made via their student advisor or the contact details for Pinnacle management are listed on training.gov.au RTO ID 91217 Click on Contacts
- ❖ There is no fee to lodge an assessment appeal.
- ❖ Students continue to be enrolled at all times through this procedure
- ❖ Assessment appeals will initially be forwarded to the initial assessor by the student advisor within 5 working days. The assessor will be asked to review the written assessment appeal and provide a written response within 5 working days of receiving the appeal.
- ❖ If the student is not satisfied with the outcome of the initial appeal then a second appeal can be made. The second appeal will be referred to another assessor.
- ❖ The second assessment appeal will be forwarded to another assessor by the student advisor within 5 working days. The assessor will be asked to review the written assessment appeal and provide a written response within 5 working days of receiving the second appeal.
- ❖ The result of the second appeal will be final
- ❖ Correspondence will be saved to the student's file

Supporting documents

Training and Assessment Policy and Procedure