

## Appeals Process

### What is an appeal?

An appeal is where a client of Training Services Australia (typically a student or candidate) disputes an assessment decision made by a TSA trainer / assessor.

An appeal is considered against the assessment principle of validity, reliability, fairness and flexibility.

### Who can lodge an appeal?

An appeal may be lodged by a student who has been assessed by a TSA assessor, or a person representing the student.

### How can I make an appeal?

The procedure for making an appeal is described below:

1. If you are dissatisfied with the assessment process and / or assessment decision, discuss the decision and options with your TSA assessor to fully understand the reason(s) for the decision.
2. Following this discussion, your assessor may decide to reassess the evidence you have provided, and / or moderate their assessment decision with another TSA assessor.

Where relevant, your assessor will advise you of the outcome of any moderation and re-assessment they have undertaken.

3. If the matter is not resolved to your satisfaction following discussion with your assessor, you may wish to formalise your appeal by putting it in writing on TSA's **Complaints and Appeals Form**. This form can be downloaded from the TSA website, emailed to you, or printed for you.

*Please contact TSA Administration if you require assistance to access a copy of this form.*

The completed form may be submitted by email, mail or by hand, and should be marked for the attention of the Principal of Training Services Australia.

**Please note:** If you wish to make a formal appeal, you must do so within one month of being advised of the assessment decision.

4. The TSA Principal will acknowledge the receipt of your appeal within 7 days of receiving it and will begin an investigation. The investigation may include:
  - Speaking with you about the assessment decision and giving you the opportunity to formally present your case
  - Discussing the assessment decision with the TSA assessor who made the decision
  - If necessary, seeking the advice of another assessor and / or the TSA Quality Manager
  - If necessary, seeking the advice of an external assessor

5. The TSA Principal will advise you, in writing, of the outcome of the investigation within 21 days of receiving the appeal in writing.

Should the matter be resolved to your satisfaction, the Principal may request you to sign a statement describing the agreed outcome of the appeal.

6. If you are not satisfied with the outcome of the investigation, you may refer the matter to the Australian Skills Quality Council (ASQA) complaints team. Details about how to lodge a complaint with ASQA can be obtained from the ASQA website.

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