

APPEALS POLICY AND PROCEDURE	
Who is responsible	<p>The director/senior trainer and training coordinator/compliance officer are responsible for ensuring that this process is followed.</p> <p>All staff are required to support students in understanding and accessing the appeals process.</p>
When	<p>Decisions that adversely impact VET students relating to enrolment decisions, Recognition of Prior Learning (RPL), assessment outcomes, and other decisions affecting a student’s progression through a training product.</p> <p>Quality Assurance Schedule</p>
Policy	<p>Asbestos & You provides an effective and transparent appeals process to address decisions that adversely impact VET students. This policy demonstrates our commitment to procedural fairness, timely resolution, and continuous improvement based on appeal outcomes.</p> <p>This policy applies to all VET students enrolled with Asbestos & You and covers appeals related to enrolment decisions, assessment outcomes, and other decisions affecting a student’s progression through a training product.</p>
Procedure	<p>VET students are informed of their right to appeal through the student handbook and the Asbestos & You website to ensure detailed procedures for lodging an appeal are readily available.</p> <p>Appeals must be submitted in writing using the Appeals Form, available from the Asbestos & You website. The appeal must clearly outline the grounds for the appeal and include any supporting evidence.</p> <p>Appellants are given opportunities to present their case and provide relevant information. We ensure privacy and confidentiality of all parties are upheld.</p> <p>Appeals are acknowledged within 3 business days.</p> <p>An impartial reviewer, not involved in the original decision, will evaluate the appeal.</p> <p>The appellant may be asked to attend a meeting or provide additional information.</p> <p>Resolution is completed within 10 business days of receiving the appeal.</p> <p>If the appellant is unsatisfied with the outcome, an independent review can be requested at a cost that will be disclosed prior to engaging the independent reviewer. Independent reviewers’ details will be provided upon request.</p> <p>If requested, Asbestos & You will facilitate a review by an independent third party. The independent reviewer’s decision is final and will be communicated to the appellant.</p> <p>Appeal outcomes are documented in the appeals register and communicated in writing to the appellant. The communication will include the rationale for the decision and the next steps if applicable.</p> <p>The outcomes of the appeals are analysed to identify areas for improvement and lessons learned will inform updates to policies, procedures, and practices and recorded in CIR.</p> <p>All appeals, including supporting evidence and outcomes, will be recorded in the appeals register and securely stored.</p>