

APPEAL POLICY



1. INTRODUCTION

1.1 PURPOSE

This policy is intended to ensure that every learner understands that they have a right to be able to appeal a decision including assessment decisions made by Dynamite Studios Academy. This policy provides guidance to our staff and people who wish to lodge and appeal against an assessment, academic or procedure decision. Dynamite Studios Academy has a transparent appeals and guideline which is publicly available.

1.2 SCOPE

This policy covers appeals for all training offered by Dynamite Studios Academy

1.3 ORGANISATIONAL COMMITMENT

This organisation is committed to being responsive to the concerns of our customers or potential customers and to addressing appeals efficiently and effectively. We expect staff at all levels to be committed to fair, effective and efficient in the handling of appeals.

1.4 OBJECTIVE OF THE POLICY

This policy has been designed to provide guidance to both our customers and staff on the way we receive and manages your appeal. The objective of this policy is to ensure:

- Both you and our staff understand our appeals handling process
- We take reasonable steps to actively protect your personal information in the appeals process

2. APPEAL PROCESS

2.1 DEFINITIONS

RTO	Registered Training Organisation
Unit of Competency	A unit of competency is the specification of knowledge and skill, and the application of that knowledge and skill, to the standard of performance expected in the workplace
C	Competent
NYC	Not yet competent
ASQA	Australian Skills Quality Authority

2.2 PROCESS

We acknowledge:

We acknowledge your appeal in writing as it is received. Within 24 hours the Course Advisor will be in contact to formally acknowledge receipt of your appeal.

We review:

The Course Advisor will undertake an initial review of your appeal and determine what if any additional information or documentation may be required to complete an investigation. The Course Advisor will make an appointment with the student to discuss the appeal.

We assess:

The student may be offered an opportunity for reassessment. Within one week of receiving your appeal and or a re-assessment, the Course Advisor will consider all the information you have provided, our actions in relation, and any other information which may be available, to assist in assessing the appeal.

We respond:

Within 14 days of a re-assessment the student will be notified of the result and action to be taken. Should the student not be satisfied with the outcome of the appeal/ the process, Dynamite Studios Academy will arrange an industry training representative to act as an objective party to negotiate a satisfactory solution.

We take action:

Where appropriate we amend our assessments, assessments practices or policies.

We record:

We will record your appeal and our decision for continuous improvement process purposes. be recorded in accordance with relevant privacy legislation