

ASSESSMENT APPEALS

1. PURPOSE

The purpose of this policy is to ensure that Lexmar Services Pty Ltd (Lexmar Training) provides a clear, fair, and transparent process for students to appeal assessment decisions. This policy outlines the rights of students and the procedures for lodging and resolving appeals, ensuring that all appeals are handled in a timely, equitable, and confidential manner. The policy aligns with the Standards for Registered Training Organisations (RTOs), reinforcing our commitment to upholding the integrity of our assessment processes and continuously improving the quality of our training and assessment services.

2. SCOPE

This policy forms part of Lexmar Training's Quality Management System and applies to all students, prospective students, employers, partnering organisations, and all Lexmar Training staff. It also extends to third-party providers delivering training and assessment services on behalf of Lexmar Training.

3. POLICY STATEMENT

Lexmar Training is committed to providing a transparent, fair, and timely process for managing assessment appeals in alignment with the Standards for Registered Training Organisations (RTOs). We ensure that all students have access to an effective appeal process when they believe an assessment decision has adversely impacted them. Our approach is guided by the principles of natural justice and procedural fairness, and we strive to resolve appeals efficiently while keeping students informed throughout the process.

When managing and processing assessment appeals, Lexmar Training will:

- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the process.
- Make our policies publicly available.
- Set out the procedure for requesting an appeal.
- Ensure requests are acknowledged in writing and finalised as soon as practicable, and
- Provide for review by an independent party at the request of the appellant if the processes fail to be resolved.

Lexmar Training informs all students of their right to appeal an assessment decision. Appellants must lodge appeals based upon the specified grounds for appeal using the **Assessment Appeals Review Form**. All appeals must be made individually.

All appeals will be taken seriously, resolved fairly, and treated with confidentiality by all staff members involved in the appeal process. Appellants will not be disadvantaged by making an assessment appeal.

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Lexmar Training will:

- Promote a culture that views an appeal as an opportunity to improve our organisation.
- Address each appeal in an objective, equitable and impartial manner.
- Manage appeals in accordance with the principles of procedural fairness, ensure that appeals are resolved promptly, sensitively and in complete confidentiality.
- Ensure that the views of each appellant are respected and that any party to an appeal is not adversely affected.
- Ensure that there is a consistent response to appeals.

Lexmar Training is committed to:

- Providing a safe environment for each person to make an appeal.
- Ensuring that there are no negative consequences or retribution for any person who makes an appeal.
- Supporting participation in the assessment appeal process of any person wanting to make an appeal.
- Treating each person making an appeal in a manner that protects their privacy and respects confidentiality.
- Providing fair and timely resolution of appeals.
- Keeping each person informed at all stages of the decision-making process concerning their appeal and the reasons for those decisions.
- Informing each person of their right to complain to an external body.
- Defining what appeals can be handled under this Policy Procedure.
- Ensuring appeals are handled impartially, justly, confidentially and with the appropriate sensitivity.
- Defining the responsibilities and rights of all parties.
- Responding to its changing environment and adapt any systems, processes and approaches that may be identified as an issue as part of any complaint or appeal process.

Students may express their appeals:

- a) In writing to lexmarservices@outlook.com

2 of 4

ISS-PP-006 Assessment Appeals POLICY PROCEDURE V1.0-25.docx		Version:	1.0-25
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- b) Verbally, either in person or over the telephone.
- c) Through comments and feedback on surveys, evaluation forms and appraisal forms.
- d) Via a Freedom of Information request.

Students are entitled to two (2) attempts at assessment. In most cases, the matter may be resolved by the Assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.

4. PROCEDURES

4.1 Lodging an Appeal

- a) Students who wish to appeal an assessment decision should first discuss the matter with the assessor within one (1) week of receiving the assessment result.
- b) If unresolved, the assessment will be re-marked by another qualified assessor within 14 days.
- c) If still dissatisfied, the student must submit a formal written appeal to lexmarservices@outlook.com within seven (7) days. Supporting evidence must be provided.

4.2 Investigation and Review:

- a) On receipt of the written appeal the Chief Executive Officer (CEO) will arrange a meeting to discuss the appeal. Students can elect to have a representative present.
- b) An investigation will be conducted, and the student will be informed of the outcome within two (2) working days after the investigation is completed.

4.3 Communicating Outcomes

- a) The appellant will be advised of the outcome within two (2) working days of the investigation being finalised. The findings of the investigation will be recorded in the **Complaints and Appeals Register** and against the student's profile (if relevant).
- b) Where we consider more than 60 calendar days are required to process and finalise an appeal, we will inform the appellant in writing, explaining the reasons of the duration and ensure regular updates are provided on the progress of the matter.

4.4 Dispute Resolution

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- a) If the matter is still unresolved, a mutually agreed, independent mediation body will be assigned to examine the matter. The written decision of this body will be final and will be made within 60 days of the appeal first being submitted.

4.5 Record Keeping

- a) Lexmar Training will maintain records of all appeals and their outcomes in the Student Management System and online and/or local hard drives.
- b) Appeals will be documented in the **Complaints and Appeals Register** and reviewed as part of our commitment to continuous improvement.

4.6 Monitoring and Review

- a) Appeals will be monitored and reviewed regularly to identify potential causes. Regularities and common causes will be recorded on the **Quality Improvement Register** and appropriate corrective action will be taken to eliminate or mitigate reoccurrence.

4.7 Escalation

- a) If in the instance of a complaint or appeal or appeal not being resolved by the above processes, the appellant will also be informed of other avenues of appeal. These include:
- i. The Australian Skills Quality Authority (ASQA) is the national regulator of training and assessment delivery www.asqa.gov.au
 - ii. The relevant State Training Authority.

5. VARIATIONS

Lexmar Training reserves the right to modify this policy as necessary to comply with changes in legislation or organisational needs.

6. DEFINITIONS

As defined in the Quality Management Strategy.

7. RELATED DOCUMENTS

- Complaints and Appeals Register.
- Complaints Handling Policy Procedure.
- Consumer Protection Policy Procedure.
- Quality Improvement Register.

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