

Appealing the Results of Assessment

Assessment appeals relate specifically to dissatisfaction with an assessment outcome. Complaints regarding the training services more broadly, which do not directly relate to an assessment outcome, should be addressed through the Complaint and Consumer Protection Policy.

- In the first instance the Participant should discuss their assessment outcome concerns directly with their Assessor, who will outline the reasons behind the assessment decision.
- If the Participant is still dissatisfied with the outcome of their assessment after discussing it with the Assessor, or is unwilling to approach the Assessor directly, they may lodge a formal assessment appeal with the Learning & Delivery Quality Manager.
- An assessment appeal is deemed to be formal when it is made in writing to the Learning & Delivery Quality Manager.
- The Learning & Delivery Quality Manager will acknowledge the assessment appeal in writing within three (3) working days of receiving the written appeal. The Learning & Delivery Quality Manager will record details of the Assessment Appeal in the Assessment Appeal Register.
- The Learning & Delivery Quality Manager will review the original assessment decision and may speak with the Participant and the Assessor separately to determine whether re-assessment is warranted.
- The Learning & Delivery Quality Manager will advise the Participant and the Assessor in writing of their decision, to either let the original outcome stand, or to have a re-assessment conducted. The written advice will include the reasons for the decision. The Learning & Delivery Quality Manager will update the Assessment Appeal Register.
- Where re-assessment is to take place, the Learning & Delivery Quality Manager will advise the Participant and the original Assessor of the timeframe for the re-assessment and ensure the re-assessment takes place as soon as practicable.
- Re-assessment will be conducted by a suitably qualified Assessor, not involved in the original assessment decision.
- At the completion of the re-assessment, the Learning & Delivery Quality Manager will advise the Participant and the original Assessor in writing of the outcome of the re-assessment. The outcome of the re-assessment will stand as the new assessment outcome. The outcome of the re-assessment will be recorded in the Assessment Appeal Register
- If the participant is dissatisfied with the outcome of the assessment appeal process, they may request to have the matter referred to a mutually agreed, impartial, external, accredited assessor for re-evaluation. LMA will bear any cost associated with an external review.
- LMA agrees to abide by the decision of the external assessor.

- If the timeframe for resolution of the assessment appeal looks like exceeding 60 days, the Learning & Delivery Quality Manager will inform the Participant in writing why that is the case and keep the Participant updated as to the progress of their appeal.
- LMA retains an 'Assessment Appeal Register' which documents all formal assessment appeals and their resolution.
- Where the outcome of an assessment appeal identifies the need for an improvement to assessment process, tools or staff professional development, the Learning & Delivery Quality Manager will be responsible for implementing the improvement.