

Appeals Policy

First Choice College believes that a student has the right to appeal decisions, including refund decisions and assessment decisions of both individual units of competency and Recognition of Prior Learning (RPL). In the case of appeals against assessment decisions, the student should in the first instance discuss the decision with the relevant trainer or assessor and request a re-evaluation of the assessment outcome.

In the event that the student is still dissatisfied with the trainer or assessor's re-evaluation, the student has the right to formally appeal the assessment decision by lodging the Appeal Form to rto@fcc.edu.au or by posting it to:

First Choice College
PO Box 604
SURFERS PARADISE QLD 4217

The Appeal Form must be signed and dated. To request a copy of this form, simply email rto@fcc.edu.au.

All formal appeals will be reviewed by the Operations Manager. The Operations Manager will respond by email to all formal appeals within 20 business days of receiving the Appeal Form. First Choice College will notify the student if it will take more than 60 days to address the complaint/appeal.

At the request of the student, a mediator can be provided by the Australian Mediation Association. If this option is pursued, the student will bear all costs associated with the mediator. Furthermore, the Operations Manager and mediator will have an additional 20 business days to reach a final decision and inform the student of the outcome by email.

Once appeals are finalised, the findings will be discussed at the monthly management meetings to review any procedures or practices that need to be changed.

Each student has the opportunity to request an informal and/or formal appeal. The steps required for each option is listed below.

➤ **Informal appeal procedure**

Step 1: In the event that a student is dissatisfied with an assessor's outcome determination, the student may informally appeal the assessment decision by emailing rto@fcc.edu.au. The assessor will re-evaluate without bias in accordance with the principles of assessment. The re-evaluation must be completed within 10 business days of receiving the student's informal request.

Step 2: If the student is still dissatisfied with the assessor's re-evaluation, the student may proceed to lodge a formal appeal. At this stage, the student must refer to the formal appeal procedure.

➤ **Formal appeal procedure**

Step 1: The student must complete the Appeal Form and return this to rto@fcc.edu.au or posting to:

First Choice College
PO Box 604
SURFERS PARADISE QLD 4217

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To request a copy of the Appeal Form, simply email rto@fcc.edu.au.

Step 2: The Student Services Department will immediately forward the Appeal Form to the Operations Manager for the initial review. At this stage, the Operations Manager will email the student to let them know that their appeal form has been received.

The Operations Manager will record all details of the appeal in the Appeals Register. The following details will be noted:

- The student's full name
- Receipt date of the Assessment Decision
- Appeal Form
- The nature of the appeal
- The outcome and/or solution offered by First Choice College
- The student's response to the outcome and/or solution offered

The Operations Manager will email the student the outcome of the appeal within 20 business days of receiving the Appeal Form. First Choice College will notify the student if it will take more than 60 days to address the complaint/appeal.

Step 3: At the request of the student, a mediator can be provided by the Australian Mediation Association. If this option is pursued, the student will bear all costs associated with the mediator. Furthermore, the Operations Manager and mediator will have an additional 30 calendar days to reach a final decision and inform the student of the outcome by email.

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