



Additional Instructions

Continuous Improvement
Any opportunities for Continuous Improvement that are identified as part of the student appeals process should be logged via the Continuous Improvement Form from the intranet.

Step 2 – Discuss issue with Assessor
Concerns the student may have with the assessment outcome are to be discussed with the trainer / assessor in the first instance.

Step 4 – Discuss with Training Coordinator
If agreement cannot be found with the Assessor, the student can discuss the matter with the Training Coordinator.

Step 5 – Explain appeals process and provide Assessment Appeals form
Advise the student

- To commence the Appeals process they need to complete the Student Appeals form (BCAF0055) which you will send.

The Training Coordinator will provide information on the process for the appeal, advise student of

- * the requirement to submit their request for an appeal within 14 days of the notification of the outcome by the assessor or the initial outcome will stand
- *the unit(s) code and qualification code
- *an outline of the concerns and expected outcome

Step 7 – Complete Internal Student Appeals form

- The BCAF0056 Internal Student Appeal form is located on the T;Drive under Internal forms.
- This form needs to be attached to the student form and kept as a record of the appeals process.
- Both forms must be lodged with the State Training Manager

Step 10 – Complete assessment
The alternative assessor will re-mark the assessment within 10 working days.

Step 12 – Advise student of moderated outcome

- If the original outcome is upheld the student is to be notified of the decision, the reasons for the decision and be notified of their right to external appeal.
- If the assessment outcome is altered the student will be notified and the moderated outcome will be recorded

Step 14 – Appeal Lodged
If the student is not satisfied with the outcome they have the right to contact the vocational education and training sector regulator ASQA. The process from this point forward will follow ASQA’s processes. BCA National will cooperate with ASQA by providing information and / or following any directives.

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Description:
This process maps displays the steps in handling a student appeal, when a student does not agree with an assessment outcome.

