

Purpose of this document: This form is to be completed if a formal Assessment Appeal needs to be registered.

According to Australian Academy of Advanced Skills (AAAS) P&P, all other avenues have been completed.

Before making a complaint, AAAS suggests the Appellant to discuss with the trainer/assessor involved, so concerns arrived from the miscommunication/misunderstanding can be informally resolved.

Filling in this form

- **Please use black or blue pen.**
- Print in BLOCK LETTERS.
- Mark boxes like this with a ✓ or ✗ .
- **Section A** to be filled by the Appellant.
- **Section B** to be filled only for Appeal.
- You can also attach additional page/s summarising details of complaint (or) appeal.

Returning your form

Check that all required questions are answered and that the form is signed and dated. You can return this form and any supporting documents:

- **Email** – You can email the completed forms to Support@aaas.edu.au
- **In person** – You can drop into one of our AAAS offices and submit it to any administration staff.
- **By Post** - return your documents by sending them to:
Compliance Manager
Australian Academy of Advanced Skills (AAAS)
Level 2, Suite 19, 54 Benjamin Way, BELCONNEN,
ACT 2617

What happens when I make an Appeal to AAAS?

(Refer to Assessment Appeal policy and procedure (P&P) in AAAS learner hand book)

- formally write to you (within 7 working days), acknowledging the receipt of complaint /appeal and advise the further course of action
- try to resolve most complaints/appeal within 14 working days form the date of acknowledgement; however, in cases where a complaint involves parties outside AAAS or further investigation required, this may take longer
- If the workplace supervisor / employer is party to the complaint, the matter will be dealt by the complaint resolution team (Operations Manager, CEO and Independent third-party VET expert).
- Appellants are encouraged to bring in their own representatives for resolution meetings
- ensure your current course of study/relation is not impacted; until the complaint/appeal is resolved
- In almost all cases, AAAS will notify all parties involved in appeal, so they will have the opportunity to respond to the allegations.
- Regardless of the outcome all parties will be notified with the decision/outcome.

Assessment Appeal

Please complete this form if you wish to formally appeal against the result of your assessment.

				OFFICE USE ONLY	
				CASE #	
Learner Name				USI	
Qualification (code and title)					
Phone		Fax		Mobile	
Email					
Trainer's Name					
Assessor's Name (if different)					
List all units the assessment covered (Attach additional list if necessary)					
Unit Code(s)	Unit Title(s)			Assessment Date	
Assessment details	<input type="checkbox"/> Theory assessment		<input type="checkbox"/> Practical / Work Place assessment		
Assessment decision	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Satisfactory		<input type="checkbox"/> Competent <input type="checkbox"/> Not yet competent		
Reasons for appeal	Detail your grounds for the appeal (eg describe the alleged fault in the process, or other reasons, briefly but as clearly as possible). Attach additional page(s) if necessary.				
Learner's Signature				Date	

Assessment Appeal

OFFICE USE ONLY					
Received by (print name)		Sign		Date	
Assessed by Compliance Manger	Sign	Justified	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
Reasons for rejecting appeal					
Reasons for approving appeal					
Reviewed by	Name		Sign		
	Name		Sign		
Review decision	<input type="checkbox"/> Appeal upheld <input type="checkbox"/> Appeal rejected		Date		
Reasons					
Discussed with the learner on	Signature of Compliance Manager				
	<input type="text" value="-- / -- / --"/>	Signature of Learner			
	Print Date				
Learner advised in writing	Signature of Compliance Manager		By <input type="checkbox"/> Letter <input type="checkbox"/> Email	Date -- / -- / --	
Continuous improvement required	<input type="checkbox"/> Yes <input type="checkbox"/> No				
Opportunity for Improvement Form completed	Signature of RTO staff			Date	

Placed on learner's file with a copy of the letter or email to the learner and related documentation, including any review report		
RTO Staff Name	Date	
Sign		Date