



Assessment Appeals Process

Purpose and Scope

AIM is committed to responding in a timely, objective, confidential and transparent manner to issues or concerns raised by AIM students.

This policy is designed to support an AIM student who believes that an assessment outcome should be reviewed in light of a 'Not Yet Competent' result.

All present and prospective AIM students are entitled to access the review procedures documented in this policy.

The decisions or actions that may be reviewed under this process relate directly to the outcome result of assessments.

The student has the right to be represented by a third party, such as a family member, friend, counselor or other professional support person at any time in the review of decision making process.

Procedure

Appeal of assessment outcomes involves four key stages which are outlined below.

Stage 1 – Informal Approach

The assessment result in question is raised by the student with the assessor responsible for making the decision. Every effort will be made by the assessor to review the decision and communicate that decision to the student within 2 working days.

Stage 2 – Written Appeal Notification

If a resolution is not reached during Stage 1, the student may submit a formal Assessment Outcome Appeal Form available on www.aimqld.com.au for download and also available in the student handbook. The form should be submitted to the Assessment Coordinator.

Stage 3 – Academic Panel Review

The assessment Coordinator will organize for the Appeal to be reviewed by an independent academic committee made up from no less than three suitably qualified or experienced facilitators/ assessors.

The assessment result will be reviewed and the student notified of the outcome.

Stage 4 – External Dispute Resolution

If the matter remains unresolved, the student may request that the matter be dealt with through an external dispute resolution process. This stage of the process will be dealt with in a reasonable period of time, normally 28 days.

The Assessment Coordinator will provide the student with information about the referral of the matter to external agencies. For example:

- Through the Dispute Resolution Branch, Queensland Department of Justice and Attorney General. Level 13 of the Central court building, 170 North Quay, Brisbane (Ph 323 96269). At present there is no fee for this service.

Through ACPET (Australian Council for Private Education and Training). There may be nominal cost to the applicant for this service.

Referenced Documents

BIP AIM-LD013

Participants Handbook

