

# Appeals Policy and Procedure



ABEX Institute of Training defines an appeal as the following:

**Appeals:** To request a review of an academic decision  
To request a review of a decision regarding a complaint or refund outcome made by the institute.

## **Appeals Process**

### **Academic**

If you wish to appeal an academic result you must submit an appeal form within 14 days of receiving your result.

### **Complaint or refund**

If you wish to appeal a complaint outcome or refund outcome, you must submit an appeal form within 14 days of receiving the result.

All appeals must be submitted to the RTO Operations Manager:

If you lodge an appeal against an assessment result and have no re-sit opportunities available to you, the RTO Operations Manager will assign the assessment to an independent assessor within the RTO.

The second assessor will review the theory work and/or watch you perform a demonstration and make an independent decision on the assessment result.

The result of the second assessor will be forwarded to you in writing within 21 days of lodging the appeal.

Should the initial assessment result be upheld, you will be required to repeat the unit of study at your own expense at the next available intake.

Should the initial assessment result be set aside, the new result will be recorded based on the second assessor's decision.

If you are not satisfied with the outcome, you may lodge a complaint with the Director of Abex Training Group.

If you appeal a complaint or refund decision, this will be forwarded to the Director of Abex Training Group, who will investigate the decision.

If the decision is upheld by the Director, there are no further internal processes available for you to pursue.

If the initial decision is set aside by the Director, you will be notified in writing with the steps to proceed to conclude the matter.

All Director decisions are final, and no further correspondence will be entered into.

If you wish to pursue the matter because you are still unhappy, you will need to contact an external agency at your own expense.

At any stage, you may withdraw your appeal without penalty.