

2026

POOL SAFETY BARRIER TRAINING

Flowchart of Assessment Appeals Process

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals lodged with the RTO can be resolved, equitably and efficiently, in accordance with the principles of natural justice



Flowchart of Assessment Appeals Procedure

When a student lodges an assessment appeal, the student is informed of the following procedure. The student may choose to have the appeal heard under either the internal or external process. An independent review is at no cost to the student. This procedure supports the Standards for RTOs 2025 – Standard 2.8 (Appeals); see also the Complaints and Appeals Policy. *External options: QLD 11067NAT – National Training Complaints Hotline 13 38 73 or ASQA (www.asqa.gov.au); VIC VBAISP2020 – Consumer Affairs Victoria (www.consumer.vic.gov.au).

