

APPEAL FORM

Section 1

Candidate making appeal to complete Section 1

Nature of appeal:

Student name:

Student signature:

Date:

Learner or candidate (RPL) is lodging an appeal against (tick appropriate reason below)

- The assessment decision
- The procedural decision
- Cancellation of enrolment

Note to the appellant

Please read Novus Education's Policy and Procedures pertaining to complaints and appeals. After raising your appeal informally, in case of formal appeal against assessment marking, all learners are required to wait at least 24 hours (cooling off period) before they can appeal the assessment decision formally through this form (refer to the Complaint & Appeal Policy and Procedure on the RTO website).

Section 2

Staff member receiving this form to complete Section 2

Comments:

Student name:

Student signature:

Date:

Forwarded to:

RTO Manager

Training Manager

Independent Review

Date:

Section 3

Staff member conducting the investigation of the appeal is to attach a detailed report (e.g., a word document explaining the nature of the appeal) to this form.

RTO manager will take action according to Novus Education's policy on appeals. The RTO's **Complaint & Appeal Policy and procedure** are available online. Also, the Appeal Form is published online as a separate attachment. The appeal form can also be emailed to Learners and candidates upon request. Also, this appeal form is given to learners and candidates with Learner Assessment Guides and RPL tool respectively. The RTO will respond to all appeals within **30 calendar days** of receipt. The RTO staff will inform the appellant in writing if the resolution is not achieved in less than **60 calendar days**.

Although, the appeal committee will have an independent member, the RTO will provide an independent review (i.e., external to the RTO) for the appeal if requested in writing. The appeal policy has provided an adequate information on this and ASQA can be contacted if the resolution is not achieved or satisfactory.

Appeal Lodgement

This appeal form can be submitted via email or in person:

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FOR OFFICE USE

RTO Manager is to assign a **unique Appeal number** starting with pre-fix, 'A', below. For example, if it is a second Appeal of year 2016, then A-2-2016 can be assigned so that they can be clearly mentioned in Corrective Action Template and discussed in regular RTO meeting as part of the continuous improvement procedure.

Date Received by Staff	
UNIQUE APPEAL NUMBER	
Staff name	
Staff Signature	