FAIRBRIDGE
EDUCATION

Appeals Procedure

1. Purpose

Fairbridge Education provides a fair, transparent and accessible appeals process to ensure that students can request a review of decisions affecting them. This process is based on the principles of natural justice, procedural fairness, and independence of review.

2. Scope

This procedure applies to appeals relating to:

- Assessment outcomes (e.g. Competent / Not Yet Competent)
- Recognition of Prior Learning (RPL) decisions
- Administrative decisions affecting a student's progress
- Outcomes of a complaint

3. Principles

Fairbridge Education ensures that:

- Appeals are free of charge
- The process is clearly explained and accessible to all students
- Appeals are handled fairly, transparently and without bias
- The person reviewing the appeal is independent of the original decision
- Students are not disadvantaged or victimised for lodging an appeal
- Students may have a support person present at any stage
- The student's enrolment is maintained during the appeals process (unless there are safety or regulatory requirements)

4. Appeals Process

Step 1: Informal Appeal (Recommended)

Students are encouraged to first discuss the decision with their:

- Trainer or Assessor, or
- Relevant staff member

At this stage:

- The decision may be reviewed
- Additional evidence may be considered
- Reassessment may be offered where appropriate

If resolved, no further action is required.

Step 2: Lodge a Formal Appeal

If the matter is not resolved informally, the student may submit a formal appeal.

How to lodge:

- By email: to the RTO Manager – joanne.bunce@fairbridge.asn.au
- In person: Fairbridge Education, Southwestern Hwy, Pinjarra, WA 6208
- Appeals must be lodged within 20 working days of receiving the original decision.

If a student requires assistance to lodge an appeal (e.g. Language, literacy, disability or other access needs), Fairbridge Education will provide support or alternative options upon request.

The appeal must include:

- Student name and contact details
- The decision being appealed
- Reasons for the appeal
- Any supporting evidence

Step 3: Acknowledgement

- The appeal will be acknowledged in writing within 5 working days
- The student will be advised of the process and expected timeframes

Step 4: Review and Investigation

- The appeal will be reviewed by a person not involved in the original decision.
- All relevant evidence will be examined, including:
    - Assessment records
    - Student submissions
    - Assessor feedback
- The student may be invited to provide further information or attend a meeting

Step 5: Outcome

- A written outcome will be provided as soon as practicable (typically within 20 working days)
- The outcome will include:
    - The decision
    - The reasons for the decision
    - Any actions to be taken

5. Further Appeals

Internal Escalation

If the student is not satisfied with the outcome:

- They may lodge a further appeal to the Chief Executive Officer (CEO)
- A separate, independent review will be conducted

External Appeal

If the student is not satisfied with the outcome of the internal appeals process, they may lodge an appeal with an external agency at no cost, such as:

Training Accreditation Council (TAC) WA,

1 Prospect Place, WEST PERTH WA 6005

Telephone: (08) 9224 6510

Email: tac@dtwd.wa.gov.au

WA Department of Training and Workforce Development

Department of Training and Workforce Development

Locked Bag 16

Osborne Park DC WA 6916

Website: https://www.dtwd.wa.gov.au

Online enquiries and complaints: available via the DTWD website.

Telephone: (08) 6551 5000

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6. Timeframes

- Appeals are processed as quickly as possible
- If the process is expected to take more than 60 days:
    - The student will be notified in writing
    - Regular progress updates will be provided
- If an appeal is not finalised with 60 days, the student may choose to access external review options at any time.

7. Outcomes and Actions

Where an appeal is successful:

- The original decision will be reviewed or overturned
- A reassessment may be arranged where applicable
- Any required corrective action will be implemented

8. Recordkeeping

- All appeals are recorded in the Appeals Register
- Documentation is securely stored
- Records are retained for a minimum of 5 years

9. Continuous Improvement

Appeal outcomes are reviewed to:

- Identify systemic issues
- Inform improvements to training, assessment, and administrative processes

10. Related Documents

- Fairbridge Education Complaints and Appeals Policy

11 Review and Amendment Log

Document No	Version	Document Owner	Key Stakeholders
RTO_SWI_003_V01	1.0	RTO Manager	All RTO Staff

Approval Date	Authorised by	Review Frequency	Next Review Date
14/05/2026	CEO	Annually	14/05/2027

Review Version	Review Date	Context
1	14/05/2026	Creation of Appeals procedure document