

NOTE: For the purpose of this document the term “The Company” refers to Toowoomba Regional Group Apprenticeship Company Pty Limited, Downs Group Training and DGT.

Academic Appeal Process

This process is implemented for participants who believe they have been unfairly assessed or unfairly discriminated against in the assessment of a competency and/or unit/s and wish to appeal against the result.

A participant wishing to appeal against an academic decision is entitled to pursue the following course of action:

- a) Informal discussion with the trainer/ assessor.
- b) If the participant is dissatisfied with the determination made by the trainer, the participant is at liberty to appeal to the Training Services Manager, DGT. This appeal is required to be forwarded in writing.
- c) If the participant is dissatisfied with the determination of the Training Services Manager, the participant is at liberty to appeal further to the Academic Appeals Committee.
- d) Notification of the appeal must be in writing, addressed to the **Academic Appeals Committee, PO Box 2079, Toowoomba Qld 4350**. Notification of the appeal must be acknowledged by DGT within seven days.

The Academic Appeals Committee shall:

- a) Analyse The Company’s academic processes or procedures which were followed to come to the academic judgment before the Committee. The Committee will then make a decision on the matter at hand.
- b) Notify the participant no less than five days before the date, time and place of the hearing, there will be ample opportunity for the participant to present their appeal at this meeting. The participant is authorised to be represented by an independent who may attend the meeting. The representative may be a family member/guardian, mentor or union representative.
- c) Keep minutes of all meetings, which are held in both the absence, and attendance of the participant. The minutes kept shall be a true record of the manner in which the investigation was executed and a fair summary of the evidence submitted. The minutes will be verified by all present at the conclusion of the hearing.
- d) Notify in writing the Downs Group Training Trainer and/or Assessor and participant of the committee’s determination.
- e) Act upon any complaint that is found to be substantiated within 60 days or notify the appellant/complainant of reasons for a delay in finalisation.
- f) Provide for the provision for review by an independent third party.
- g) Record details on an academic appeals register.

The Academic Appeals Committee will consist of the following persons:

- a) The Company’s Chief Executive Officer
- b) A member from The Company’s Board of Directors
- c) Workplace Supervisor of the participant (if applicable)
- d) Parent/Guardian, family member, union representative