



DI-PP213

Manage Appeals

Purpose:	This policy and procedure has been developed to ensure that Delta Institute has a system in place so appeals are recorded, acknowledged, and dealt with fairly, efficiently, and effectively.
Reference:	Standards for Registered Training Organisations (RTOs) 2025 Outcome Standards 2.8 Effective appeal processes are available to students where decisions of the NVR registered training organisation or a third party adversely affect the student.
Responsibility:	The CEO is responsible for implementing and ensuring that this procedure is adhered to. The GM – Institute, Course Coordinators and Trainers are responsible for following the process.
Timing:	<ul style="list-style-type: none"> ▪ Pre-enrolment ▪ Enrolment ▪ Throughout the training product ▪ Professional Development Training ▪ Quality Assurance Schedule
Policy/ Process:	<p>Delta Institute is committed to providing a fair, transparent, and accessible appeals process for VET students.</p> <p>Students who feel they have been adversely impacted by a decision made by Delta Institute, or a third party have the right to appeal.</p> <p>Delta Institute will ensure procedural fairness for all appellants, reasonable timeframes for appeals' resolution, and use of appeals' outcomes to inform its continuous improvement processes.</p> <p>Standard 2.8</p> <p>Performance Indicators</p> <p>An NVR registered training organisation demonstrates:</p> <p>(a) it operates an appeals management system that:</p> <ul style="list-style-type: none"> (i) allows VET students to appeal decisions of the organisation, any third parties, and any person employed or contracted by the organisation, where those decisions adversely affect the student; (ii) ensures all parties to the appeal are afforded procedural fairness; (iii) specifies reasonable timeframes for actioning appeals; and (iv) provides avenues for review by an independent party if requested by the appellant (at no or low cost to the appellant); <p>The scope of Delta Institute's appeals management system includes receiving appeals about decisions made by the organisation, its staff, contracted trainers/assessors, or a third-party providing services on Delta Institute's behalf, where the decision may adversely affect the student.</p> <p>Delta Institute's appeals management system ensures that all appellants are treated fairly and impartially.</p> <p>The appellant and the party involved in making the original decision are allowed to</p>



present their case. Decisions are made based on the evidence presented.

No individual involved in the original decision will participate in the appeal review to ensure impartiality.

Appeals are acknowledged and resolved within the timeframe set out in the Appeals Procedure.

If more time is required due to the case's complexity, the appellant is informed of the expected timeframe and reasons for any delay.

If a student is not satisfied with the outcome of their appeal, they may request a review by an independent party at no or low cost to them.

The independent party is external to Delta Institute and will conduct a fair and unbiased review of the appeal.

Students are informed of this option during the appeal process and provided with instructions on how to request an independent review if necessary.

(b) information about how to appeal an adverse decision through the appeals management system is publicly available and easily accessible by VET students;

Delta Institute ensures that VET students are fully informed of their right to appeal any decision that adversely impacts them, including assessment outcomes, disciplinary actions, or administrative decisions.

Information on how to appeal is included in the Student Handbook, on the Delta Institute website, and communicated during orientation.

Students are informed of their right to request a review of decisions made by Delta Institute or third-party providers, and the avenues available for them to do so.

(c) outcomes of appeals are documented by the organisation and communicated to the appellant;

The outcomes of complaints are documented and securely stored in Delta Institute appeals register, which includes:

- The grounds of the appeal.
- The steps taken to investigate and resolve the appeal.
- The final outcome and any actions taken due to the appeal.

The outcome of the appeal, including the reasons for the decision, is communicated in writing to the appellant as soon as the review is completed.

All parties involved in the appeal are informed throughout the process, including expected timeframes and progress updates.

(d) the outcomes of appeals are used by the organisation to inform continuous improvement.

Delta Institute uses the outcomes of appeals to inform its continuous improvement processes. This will include:

- Reviewing the appeal data to identify patterns or recurring issues in decision-making processes (e.g., assessment practices or administrative procedures).
- Implementing changes to policies, practices, or training where necessary to prevent future issues and improve student outcomes.
- Improvements are documented in the continuous improvement register.
- Feedback sessions with staff and stakeholders involved in appeals to ensure lessons are learned, and improvements are made to reduce the likelihood of similar appeals occurring in the future.

Delta Institute monitors the effectiveness of the appeals management system through quality assurance, ensuring that appeals are managed fairly, efficiently, and in line with best practices.

Feedback from students and staff involved in the appeal process is periodically sought to inform improvements to the system.

Delta Institute will review the appeals management system in line with the quality assurance calendar to ensure that it remains fair, transparent, and effective.

If necessary, feedback from students, staff, and independent reviewers will be used to improve the process.

All continuous improvement will be documented in the continuous improvement register.

Monitoring and evaluation

Delta Institute will review the appeals management system in line with the quality assurance calendar to ensure that it remains fair, transparent, and effective.

If necessary, feedback from students, staff, and independent reviewers will be used to improve the process.

All continuous improvement will be documented in the continuous improvement register.

Appeals Procedure

Formal Appeals Procedure:

1. If the student is not satisfied with the outcome from the formal complaint, then they have the right to appeal the decision made by Delta Institute where reasonable grounds can be established.
2. The areas in which a student may appeal a decision made by Delta Institute may include:
 - Assessment conducted



- Deferral, suspension, or cancellation decisions made in relation to a student's enrolment
 - Or any other conclusion/decision that is made after a complaint has been dealt with by Delta Institute
3. To activate the appeals process, the student must submit an 'appeal application' by completing the 'Complaints & Appeals Form' located on Delta Institute's website or they can obtain a copy by calling Delta Institute on (02) 9575 4194.
 4. The student is required to provide a summary of the grounds that the appeal is based on and the reason why they feel that initial decision made is unfair within 10 working days from the time they received the outcome for their initial complaint. Help and support with this process can be gained from Delta Institute staff if needed.
 5. This form must be submitted in writing via email to course@deltainstitute.edu.au and addressed to the CEO.
 6. Once the appeal has been received, the Appeals Resolution Committee will then determine the validity of the appeal and where necessary, organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
 7. The process for all formally lodged appeals will begin within 15 working days from the date that the appeal was lodged.
 8. The Appeals Resolution Committee will review the initial documentation of the complaint and shall decide based on the grounds of the appeal.
 9. The student will be notified in writing within 20 working days from the initial lodgement of the appeal of the outcome with reasons for the decision. The 'Complaints & Appeals Register' will be updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.
 10. The CEO will ensure that Delta Institute acts on any substantiated appeal in a timely manner.
 11. The student has the right to be accompanied by any person of their choice during the appeals process.

Informal Assessment Appeals:

1. If a student wishes to appeal an assessment, they are required to notify their assessor in the first instance. Where appropriate, the assessor may decide to re-assess the student to ensure a fair and equitable decision is made. The assessor will be required to complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

Formal Assessment Appeals:

1. If the informal assessment appeals process is still not to the student's satisfaction, the individual can formally lodge an appeal by completing and emailing the 'Complaints & Appeals Form' to course@deltainstitute.edu.au addressed to the GM - Institute. This form can be downloaded from Delta Institute's website or the student can obtain a copy by calling Delta Institute on (02) 9575 4194.
2. The GM - Institute will document the information in the Complaints and Appeals Register and obtain details from the assessor and any other parties involved.
3. A decision will be made in consultation with the CEO regarding the appeal which will either indicate that the assessment decision remains as is or, details of a possible re-assessment by a 'third party'. The third party will be another assessor appointed by Delta Institute.
4. The student will be notified by writing within 20 working days from the initial lodgement of their appeal regarding the outcome with reasons for the decisions,



and the 'Complaints & Appeals Register' updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome

External Appeals

1. If the student is still dissatisfied regarding the outcome/decision made that Delta Institute has provided, they may wish to refer the matter to an external/independent/third party mediator at their own expense.
2. Appeals can relate to assessment decisions and they can also relate to other matters such as the decision to exclude a student from a training program. Students are encouraged to resolve complaints and appeals through the Delta Institute complaint mechanism prior to consulting external parties.
3. If the student is not satisfied by the complaints and appeal outcome, they can contact:

The Australian Disputes Centre
Level 16, 1 Castlereagh Street,
Sydney, NSW 2000
Phone: +61 2 9239 0700
Fax: +61 2 9223 7053

4. This final stage will be addressed within 30 days.
5. Outcomes from the external appeal will be implemented in a timely manner.

Extensions

If more than 60 calendar days are required to process and finalise the appeal, the individual will be informed in writing, including reasons why more than 60 calendar days are required and regularly update the individual on the progress of the matter. In most cases this would not be necessary as the timeframes identified in the above processes keep well under 60 calendar days. It may need to happen if an appeal were to reach an external stage.

Record Management

1. *Electronic records:*
 - a. Electronic records are stored securely in Delta Institute's cloud based software platforms (aXcelerate and Microsoft 365) and have robust outage and disaster recovery processes as detailed in the organisation's Business Continuity Plan.
 - b. Confidentiality is maintained as limited staff have access to the database (password protected), and all student / client information is only released as per Delta Institute's privacy policy. All staff employed by Delta Institute will be required to apply themselves to the following written procedures and safeguard confidential and personal information according to the Privacy and Protection of Personal Information Act 1998.

Corrective Action

In the instance that Delta Institute receives appeals which demonstrate a pattern or trend, the General Manager - Institute and CEO will take the appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

The form of corrective action applied will be determined on a case by case basis where there are continuing trends and patterns.



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Relevant Records:	<ul style="list-style-type: none">▪ Published policy on Delta Institute's website▪ Student Handbook▪ Complaints & Appeals Register▪ Complaints & Appeals Form▪ Disciplinary Policy & Procedure▪ Continuous Improvement Register▪ Meeting Minutes▪ Quality Assurance Calendar			
Document Control:	Document Owner	GM - Institute	Approval	CEO – Melinda Farrell Date – July 2025