RTO 46630 · HLT Health Training Package

POLICY

Appeals Policy

Standard 2.8

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APPROVED BY	Naton Mansfield-du Toit

APPEALS POLICY

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Document ID:	ACMEA-POL-017
Version:	1.1
Author:	Lucas Etcheverry
Approved by:	Naton Mansfield-du Toit
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Version	Date	Author	Changes
1.0	March 2026	Lucas	Initial Version
1.1	October 2026	Lucas	External complaints now referred to the National Training Complaints Hotline (13 38 73) instead of ASQA, following ASQA assessment

1. Purpose

ACMEA Academy provides a fair, impartial and transparent process for students to appeal decisions that affect them, including assessment outcomes, enrolment decisions and disciplinary actions. This policy ensures that all appeals are dealt with promptly, confidentially and in accordance with the principles of natural justice.

2. Scope

This policy applies to all current and prospective students of ACMEA Academy. It may be applied as a standalone process or in combination with the Complaints & Appeals Policy (ACMEA-POL-002).

3. Legislative Framework

This policy is informed by and must be read in conjunction with the following legislation and standards:

- Standards for Registered Training Organisations 2025
- Australian Consumer Law
- Privacy Act 1988 (Cth)

4. Policy Statement

Any student may appeal a decision made by ACMEA Academy. Appeals are free of charge, managed independently of the original decision-maker, and will not disadvantage the student while the appeal is being considered.

4.1 Grounds for Appeal

- Assessment outcomes, including a Not Yet Competent decision
- Enrolment, credit transfer or RPL decisions
- Disciplinary decisions, including suspension or cancellation of enrolment
- Application of any other RTO policy to the student's circumstances

4.2 Stages of Appeal

- Stage 1 — Informal review by the original decision-maker (optional)
- Stage 2 — Formal internal appeal reviewed by the RTO Manager
- Stage 3 — Independent review by the CEO or a delegated independent party
- Stage 4 — External review by ASQA or an independent mediator at the student's option and cost

4.3 Timeframes

- Appeals must be lodged within 20 working days of the decision being appealed
- Appeals are acknowledged in writing within 5 working days of receipt
- Appeals are resolved within 60 calendar days; where longer is required, the student is notified in writing of the reasons and the revised timeframe

5. Procedures

1. The student submits a written appeal using the Appeals Form (ACMEA-FOR-002), or in another accessible format.
2. The RTO Manager acknowledges the appeal in writing within 5 working days.
3. The RTO Manager conducts a Stage 2 review, including interviewing the student and reviewing all evidence.
4. Where the student remains dissatisfied, the matter is escalated to the CEO or an independent delegate for Stage 3 review.
5. The student is notified of the outcome in writing, with reasons, within the published timeframe.
6. If the matter cannot be resolved together, the student is informed of the option of review by an independent external body, and of the National Training Complaints Hotline (13 38 73).
7. A record of the appeal, the process followed and the outcome is maintained for the life of the RTO plus the statutory retention period.

6. Responsibilities

Role	Responsibility
CEO	Stage 3 independent review; policy oversight; external liaison.
RTO Manager	Stage 2 review; acknowledgement; procedural compliance.
Student Support Officer	Assist student to lodge appeal; maintain confidentiality.
Trainers & Assessors	Provide evidence as requested; implement revised decisions.
Student	Lodge appeal in writing within timeframe; provide supporting information.

7. Related Documents

- Complaints & Appeals Policy (ACMEA-POL-002)
- Assessment Policy (ACMEA-POL-003)
- Access & Equity Policy (ACMEA-POL-001)
- Privacy Policy (ACMEA-POL-018)

8. Review

This policy will be reviewed annually by the RTO Manager and approved by the CEO, or sooner in response to appeal trends, audit findings or regulatory change.