

# Appeals Policy

2.0  
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## 1 Purpose

The purpose of the Appeals Policy is to provide all students of Pharmaceutical Society of Australia (PSA) Registered Training Organisation (RTO) with a mechanism to lodge an appeal against an academic result or any decision against a compliant. It also sets a framework for responding and resolving any appeals.

## 2 Scope

This policy relates to all the operations of PSA RTO.

## 3 Policy

PSA RTO provides all learners with a formal appeals process, which draws on a commitment to all parties understanding their rights and responsibilities in receiving service delivery from PSA RTO.

The PSA RTO appeals process facilitates requests for a review of any decisions, including assessment decisions made by PSA RTO.

The PSA RTO appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by PSA RTO, or anyone who has allegations made against them, to tell their side of the story before a final decision is made. There is no fee or charge levied for any appeal processed.

PSA RTO will maintain a learner enrolment during any appeal process.

The PSA RTO appeals process ensures that the decision maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made). If a learner objects to actions taken or decisions made by PSA RTO personnel in conducting recognition of prior learning and or assessment outcomes or any other decision such as refund application, they have the right to lodge an appeal.

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Students also have the right to lodge an appeal against competency decisions made if they:

- believe the outcome is invalid
- feel the process was invalid, inappropriate or unfair.

Students also have the rights to lodge an appeal where they believe they have been treated unfairly as a result of any application to PSA RTO, or a decision has a negative impact on their experience such as refund application or credit transfer application.

### **3.1 Appeal process**

The PSA RTO appeals process is publicly available on the PSA website.

1. If the matter is related to assessment outcome, before making a formal appeal, learners are encouraged to discuss the matter with the relevant Trainer and Assessor in an effort to reach an agreement. The Trainer and Assessor will undertake to reassess the decision that has been made.
2. If a learner is still unhappy, or if the matter is not related to assessment outcome, they must lodge a formal appeal in writing to the RTO Compliance Manager.
3. PSA RTO will commence assessment of the appeal within ten (10) working days of it being lodged and finalise the outcome as soon as practicable. PSA ensures the assessment of the appeal is conducted in a professional, fair and transparent manner.
4. Upon receiving a formal appeal, the RTO Compliance Manager will:
  - acknowledge receipt of the appeal in writing within five working days
  - appoint a review committee from the PSA training team to review and try to resolve the issue. Any decision recommended is not binding to either party.

All appellants are given an opportunity to formally present their case at no cost and be accompanied and assisted by a support person at any relevant meetings. Such meeting can be face to face on PSA premises or remote using Zoom or Microsoft Teams.

5. The committee will review the information provided by all parties and either reject or uphold the appeal. All appeals are to be assessed and resolved within 20 days of receiving. If its going to take longer than 20 days, PSA will notify appellant of the reasons and expected resolution date. All appeals must be resolved within 60 days of receipt.
6. All appellants are given a written statement of the outcome of the appeal, including detailed reasons for the outcome. With this notification, all appellants will receive information on how they can progress their appeal if still unhappy.
7. If a learner, on receiving written advice on the initial appeal, is still unhappy they may lodge a second appeal to the Chief Financial Officer, Pharmaceutical Society of Australia, PO Box 42, Deakin West, ACT, 2600.
8. The Chief Financial Officer will:
  - acknowledge receipt of the further appeal in writing within ten (10) working days

- Appoint a review committee to review the appeal at no additional cost to the learner. This review committee will:
  - uphold the appeal;
  - reject the appeal; or
  - Recommend further evidence gathering by either party.
- 9. The learner will be advised of the outcome of the appeal in writing within ten working days of lodging the further appeal. All appellants are given a written statement of the outcome of the appeal, including detailed reasons for the outcome. With this notification, all appellants will receive information on how they can progress their appeal if still unhappy. All review appeals will be resolved within 20 days.
- 10. If a learner, on receiving written advice on the further appeal, is still unhappy they have a right of contact an independent mediator at their own costs. All decisions made by the independent mediator will be final.

If at any stage PSA RTO considers more than 60 calendar days are required to process and finalise the appeal, PSA RTO:

- will inform the appellant in writing, including reasons why more than 60 calendar days are required
- Regularly update the appellant on the progress of the matter.

If the internal or any external appeal process results in a decision or recommendation in favour of an appellant, PSA RTO will immediately implement the decision(s) or recommendation(s) and/or take preventive or corrective action(s) required by the decision and advise the appellant of that action in writing.

All stages of the appeals process are documented, and notes provided to all parties involved, including the outcomes of the appeal and reasons for the decisions made. PSA RTO keeps a written record of each appeal, including a statement of the outcome and reasons for the outcome. Each appeal and its outcome is recorded in writing and stored on the Training & Delivery incident logs Register available on Salesforce. This register is stored electronically where access is restricted to applicable personnel only.

### **3.2 Improvement actions**

PSA RTO confirms its commitment to investigate and act on any appeal lodged, and also to take appropriate action in any case where appeals are substantiated. In cases where an appeal is upheld, PSA RTO endeavours to identify the cause of the appeal and implement steps to prevent the situation happening again.

All improvement actions arising from appeals are stored in the Continuous Improvement Register used to record the receipt and management of improvement records. The PSA RTO will review appeals and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

# Version control log

<b>Policy authorised by</b>	Nick Foster
<b>Title</b>	Chief Financial Officer
<b>Policy maintained by</b>	Riaz Ahmed
<b>Title</b>	RTO Compliance Manager

<b>Version</b>	<b>Date</b>	<b>Changes/Notes</b>	<b>Proposed Review Date</b>
1.0	7/10/2020	Initial Policy	7/10/2021
2.0	22/03/23	Reviewed and reworded to clarify requirements	22/03/2024