

Policy: Appeals Standard 2.8

Effective date	November 2025	Date of last revision	N/A	Version no.	1.1
Person responsible	Managing Director Streamline Training				

Purpose:

This policy ensures that effective appeal processes are available to VET students where decisions made by the RTO or third parties adversely affect the student. This policy aligns with Standard 2.8 under the 2025 Standards for Registered Training Organisations (RTO).

Outcome Standard:

Streamline Training ensures that VET students have access to a fair and transparent appeals process for any decisions made by the RTO or third parties that adversely affect their training or assessment. This policy supports procedural fairness and provides students with avenues for independent review.

Performance Indicators:

Streamline Training will demonstrate compliance with Standard 2.8 by adhering to the following performance indicators:

1. Appeals Management System:

- Streamline Training operates an appeals management system that:
 - **Allows students to appeal decisions** made by the organisation, any third parties, or any staff employed or contracted by the organisation where those decisions adversely affect the student.
 - **Ensures procedural fairness**, meaning that all parties involved in the appeal are given a fair opportunity to present their case.
 - **Specifies reasonable timeframes** for actioning appeals, ensuring students know when to expect a resolution.
 - **Provides avenues for independent review**, ensuring that if students are dissatisfied with the outcome of their appeal, they can seek review by an independent party (at no or low cost to the appellant).

2. Access to Appeal Information:

- Information about how to appeal an adverse decision is publicly available and easily accessible to VET students.

- Information on the appeals process is provided through student handbooks, the RTO's website, and orientation sessions, and is also available on request.

3. Documentation and Communication of Appeal Outcomes:

- The outcomes of appeals are documented by Streamline Training and communicated to the appellant, ensuring transparency and clarity regarding the resolution.
- If an appeal results in a change to a decision, the RTO ensures that the student is informed promptly and that the outcome is documented.

4. Continuous Improvement from Appeals:

- Streamline Training uses outcomes from appeals to inform continuous improvement. The RTO reviews appeal outcomes to identify trends, issues, or areas of concern that require attention or process improvements.

Policy Implementation:

• Appeals Process:

- Streamline Training provides students with clear, documented procedures for making an appeal. Appeals can be submitted in writing or electronically, and the RTO ensures that the student receives a response within the specified timeframes.
- All appeals are reviewed by an appeals officer or team who is responsible for investigating the appeal, making a fair determination, and communicating the decision to the student.

• Transparency and Support:

- The appeals process is transparent, and students are informed of their rights throughout the appeal. Support is available for students to understand and navigate the appeals process.

• Independent Review:

- If a student is dissatisfied with the outcome of their appeal, they are provided with options for an independent review by an external party, such as a mediator or regulatory authority.

Review and Continuous Improvement:

Streamline Training will review this policy and its appeals management system annually to ensure that it is effective and compliant with relevant standards. The RTO will also consider feedback from students involved in appeals to make any necessary improvements to the appeals process.

Approval and Responsibility:

- Policy approved by the Senior Management Team of Streamline Training.

- The Managing Director is responsible for overseeing the implementation of this policy, ensuring that appeals are handled fairly and efficiently, and ensuring that outcomes are used to inform continuous improvement.

By providing a fair and transparent appeals process, Streamline Training ensures that students have the right to challenge decisions and seek resolution, fostering a supportive and equitable learning environment.