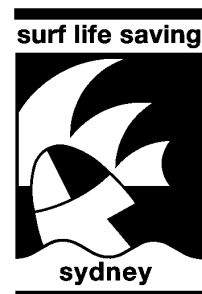


# STANDARD OPERATING PROCEDURE

No: 2-4-1

Title: **Education Appeals Process**Date: 1<sup>st</sup> September 2008

<b>Scope</b>	This Procedure applies to all candidates enrolled in SLSS courses.
<b>Purpose</b>	To define the procedures when a candidate is seeking to appeal against an academic decision.
<b>Introduction</b>	<p>Participants should undertake the following steps :</p> <ol style="list-style-type: none"> <li>1. In the first instance an informal approach is to be made to the course Assessor/Facilitator with any new evidence or clarification of existing evidence.</li> <li>2. Assessment will be reviewed having due regard to the submissions made by the participant to the Assessor/Facilitator in charge.</li> <li>3. Where the participant is still dissatisfied with the decision a request is to be made to SLSNSW via SLSS Education Manager in writing for a Facilitator who has not been involved in the original decision to review the decision.</li> <li>4. Appeals will be accepted up to 14 days of an assessment result.</li> <li>5. All appeals received by SLSNSW will be written into the improvement log and recorded for the Education Management Committee to follow up at their next meeting.</li> </ol>
<b>Additional information</b>	To be read in conjunction with SLS NSW SOP (Training Division).
<b>Review</b>	Reviewed annually by Education Manager with SLS NSW SOP.
<b>Change History</b>	<p>24/08/2006 created by MB</p> <p>Sept 08 reviewed by KP – no changes</p>
<b>Attachments</b>	Grievances and Appeals SLSNSW SOP V1.0 2005