

Appeals Process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognized qualification or Statement of Attainment under the ONTI Training Framework.

A fair and impartial appeal process is available to all Trainees of ONTI. If a Trainee wishes to appeal his/her assessment result, he/she must first discuss the issue with the Trainer/Assessor.

If the Trainee would like to proceed further with the request after discussions with the Trainer/Assessor a formal request is made in writing outlining the reason(s) for the appeal.

Grounds for Appeal

An application for appeal will be considered where:

- A Trainee claims a disadvantage because the Trainer did not provide a subject outline.
- A Trainee claims disadvantage because the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline.
- A Trainee claims disadvantage because assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her.

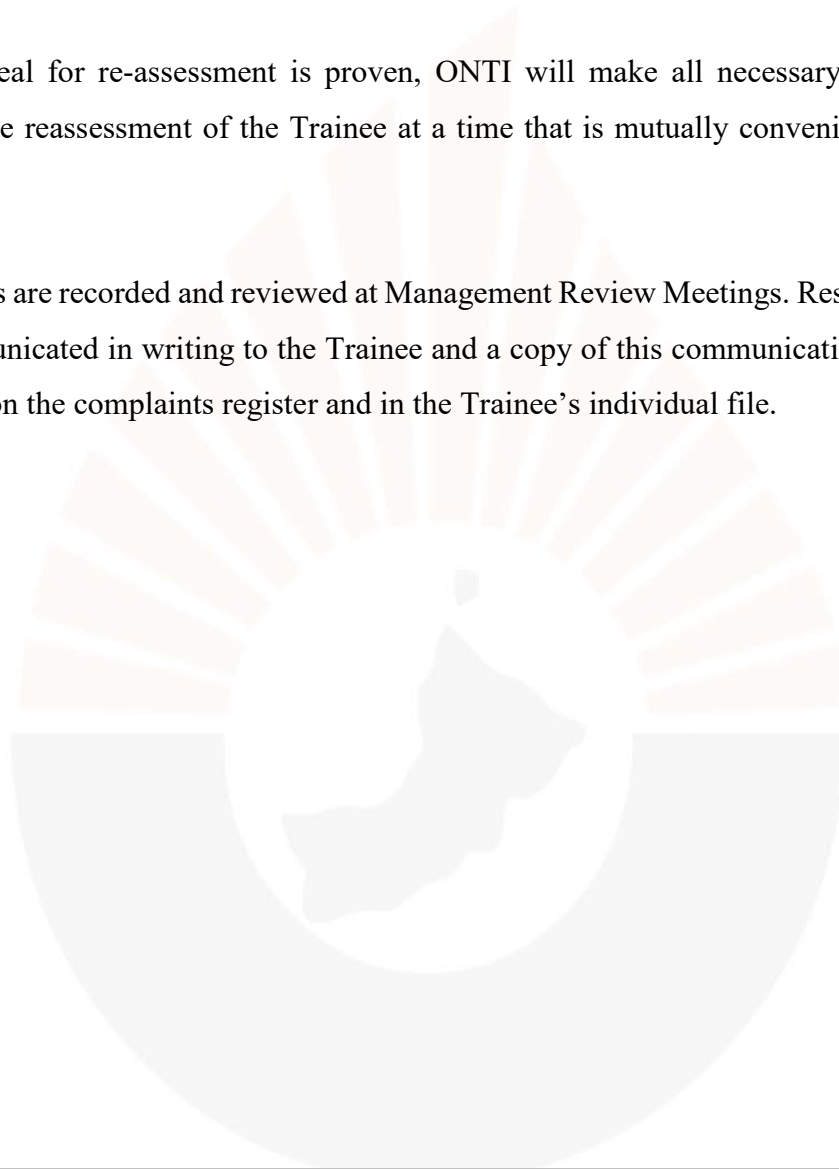
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- A Trainee is of the view that a clerical error has occurred in the documenting of the assessment outcome.
- A Trainee claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven, ONTI will make all necessary arrangements to conduct the reassessment of the Trainee at a time that is mutually convenient for all parties concerned.

All appeals are recorded and reviewed at Management Review Meetings. Results of all appeals are communicated in writing to the Trainee and a copy of this communication is also kept on file, both on the complaints register and in the Trainee's individual file.



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