

## **SECTION 1**

## Candidate making appeal to complete Section 1

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| **Nature of appeal:** |  | | |
| **Candidate name:** |  |  | |
| **Candidate signature:** |  | **Date:** |  |

Learner or candidate (RPL) is lodging an appeal against (tick appropriate reason below):

The Assessment Decision

The Procedural Decision

Cancellation of Enrolment

**Note to the appellant:** *Please read* CELA’s *Policy and Procedures pertaining to complaints and appeals*. After raising your appeal informally, in case of formal appeal against assessment marking, all learners are required to wait at least 24 hours (cooling off period) before they can appeal the assessment decision refer to the *Complaint & Appeal Policy and Procedure* on RTO website, **www.cela.org.au**.

## **SECTION 2**

#### Staff member receiving this form to complete Section 2

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| --- | --- | --- | --- |
| **Comments:** |  | | |
| **Staff member name:** |  |  | |
| **Staff signature:** |  | **Date:** |  |

**FORWARDED TO:**

|  |  |  |
| --- | --- | --- |
| **RTO Manager:** | **Training Manager:** | **Independent Review:** |
|  |  |  |

|  |  |  |
| --- | --- | --- |
|  | **Date:** |  |

## **SECTION 3**

*Staff member conducting the investigation of the appeal is to attach a detailed report (e.g., a word document explaining the nature of the appeal) to this form.*

RTO manager will take action according to CELA’s *Appeals Policy*. The RTO’s *Complaint and Appeal Policy and Procedure* is available online, [**www.cela.org.au**](http://cela.org.au) as a single document. Also, the *Appeal Form* is published online as a separate attachment. The *Appeal Form* can also be emailed to Learners and candidates upon request. The RTO will respond to all appeals within **30 calendar** days of receipt.

## **SECTION 4**

**FOR OFFICE USE**

All appeals are to be reviewed by the RTO Manager and feedback given to appellant within **30 days** of receipt. All appeals are to be logged in the Continuous Improvement Register.

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| **Date Received by Staff** |  |
| **UNIQUE APPEAL NUMBER** | **A – Appeal Serial number – Year** [ e.g., A -2-2016] |
| **Staff Name** |  |
| **Staff Signature** |  |