



## Skills Active Quality Solutions Appeals and Complaints Processes: Internal

*To be used by assessors, senior assessor mentors, trainees and workplaces*

This document outlines Skills Active's processes for appeals and complaints.

We believe that all assessment should be valid, consistent, authentic, and sufficient. As the Standard Setting Body for our industries, we require all assessors and senior assessor mentors (SAMs) to work according to our Assessor Code of Conduct and in line with the Skills Active values: tika, pono, aroha.

Although this process is available in the event of disagreements, we still encourage parties to start off by trying to resolve issues through a collaborative approach – via communication, problem-solving, support, coaching and mentoring.

### **Appealing internal moderation decisions, assessment decisions or non-compliance rulings: Information for assessors and SAMs**

The request for an appeal must be emailed to [assessors@skillsactive.org.nz](mailto:assessors@skillsactive.org.nz). You will be emailed an appeal form to complete. Some examples of where this process could be used:

- An appeal may be appropriate where an assessor or SAM disagrees with a moderation decision and/or comments
- An appeal can be used to appeal against a non-compliance ruling
- Trainees can appeal where they are unhappy or disagree with assessment decisions.

Before requesting an appeal, you should discuss it with the Skills Active Learning Support Advisor for your organisation. If you simply need clarification or information, you may not need to go through the appeals process.

### **Criteria for appealing moderation and non-compliance decisions**

An appeal request must be submitted within 30 working days of the date that the moderation report or decision was published. After this time, the report becomes final. You must use the appeal form and provide all information required. If the material originally submitted was hard copy and has been returned, you will need to re-send this as part of the appeal. The appeal applies only to the material originally sent to the moderator/advisor. Do not send any new evidence. Once submitted, it may take Skills Active up to 30 days to review the assessment materials, moderation report and points made in the appeal.

### **Appeal process: Information for those appealing moderation and non-compliance decisions; and trainees appealing assessment decisions**

- You must request an appeal by emailing [assessors@skillsactive.org.nz](mailto:assessors@skillsactive.org.nz)
- An appeal form will be emailed to you; please complete all information required
- Provide a description of the issue you have found in the report, or reference the evidence in the assessment material to support your appeal
- Provide a thorough, comprehensive statement regarding the decision/s you are appealing against (including the name of your assessor, date, venue, issue, why you disagree etc.)
- Clearly state the outcome you are seeking.

When the appeal is received, Skills Active will check that it meets the appeal criteria.

- If it doesn't, we'll notify you that the appeal was declined
- If it does, we'll start processing the appeal
- The assessment appeal will commence within 7 days of being received by Skills Active, and a resolution will be made within 30 days
- The assessor/SAM will be notified when the final report is available.

### **Assessment or assessor complaints**

A complaint can be made regarding an assessment or assessor misconduct. Email [assessors@skillsactive.org.nz](mailto:assessors@skillsactive.org.nz) requesting a complaint form to be emailed to you. Before making a complaint, discuss the matter with your manager, SAM, workplace or support person.

***Note: All complaints must be made formally in writing, as we will not investigate verbal reports.***

An example of where this process could be use:

- Complaints regarding any misconduct by a trainee, workplace, assessor or SAM.

### **Criteria for assessment or assessor complaints**

A complaint must be submitted within 30 working days of the date when the occasion of the complaint took place. You must use the complaint form and provide all information required.

### **Complaint process**

- You must request a complaint form by emailing [assessors@skillsactive.org.nz](mailto:assessors@skillsactive.org.nz)
- A complaint form will be emailed to you; please complete all information required
- Provide a description of the issue
- For any complaints regarding misconduct, provide a thorough, comprehensive statement about the incident and person/s involved (including names, date, venue, issue etc.)
- Reference any evidence
- Clearly state the outcome are you seeking.

When the complaint is received, Skills Active will check that it meets the complaint criteria.

- If it doesn't, we'll notify you that the complaint was declined
- If it does, we'll start processing the complaint
- The complaint will commence within 7 days of being received by Skills Active, and a resolution will be made within 30 days.

**On the next page we have provided flowcharts outlining the steps in the appeals and complaints processes.**

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