

APPEAL AND REVIEW POLICY

The Australian Community Workers Association (ACWA) has determined a set of criteria against which an application for a skills assessment or for membership is assessed. In the case of an adverse assessment any applicant may request an appeal or review. ACWA takes its responsibility in this regard seriously and has the following procedures in place to ensure a fair and equitable appeal process.

An applicant may dispute an outcome of a skills assessment or membership assessment if the applicant:

- believes the application has been incorrectly assessed;
- wishes to highlight special circumstances that were not adequately described at the time of the application; or
- wishes to submit additional evidence to support their original application.

DEFINITIONS

Appeal

Applicants can request an appeal when they believe an incorrect decision was made based on the information and evidence submitted in their original application. No new evidence can be submitted in an appeal although a detailed letter explaining the grounds for appeal can be submitted. An appeal panel will determine the appeal outcome.

Review

Applicants can request a review if they believe they can provide additional evidence to support a successful outcome for their original application. The original assessing officer will conduct the review.

PROCEDURE

Lodging a request

Requests must be lodged within 28 days of receiving the outcome.

Skill assessments

Applicants who receive a negative outcome for a skills assessment or optional additional services, can apply for either an appeal or review. The applicant will need to complete the *Request an appeal or review (skills assessment)* form. The application will take approximately six weeks to process from the date of lodgement. The *Request an appeal or review* form should be addressed to the manager and lodged via email at assessments@acwa.org.au

Membership

Applicants who are found unsuitable for membership can apply for an appeal or review. The applicant will need to complete the *Request an appeal or review (membership)* form. The application will take approximately two weeks to process from the date of lodgement. The *Request for an*

appeal or review form should be addressed to the manager and lodged via email at membership@acwa.org.au

Please note: Applicants who have been awarded provisional membership but believe they meet the criteria for full membership do not need to follow this appeal or review process. As provisional membership is a transitional category only, there is no charge for re-examining this status. Instead, these applicants should send an email addressed to the manager at membership@acwa.org.au detailing why the outcome is disputed.

Alternatively, you can mail the form to:

ACWA
PO Box 42
Flinders Lane VIC 8009
Australia

Processing a request

The relevant manager on receiving an appeal request will, within five working days, send the applicant an acknowledgement email and provide details of the process and timeframe.

If the request is for a review, the details will be forwarded to the original assessing officer who will review the application considering the additional information and evidence.