

Interim appeal and review policy (skills assessment)

ACWA's appeal and review process for skills assessments is currently under review.

To ensure applicants can still request an appeal or review in the meantime, we have introduced an interim policy.

This interim policy is valid from 1 March 2023 until further notice.

Updates will be published on ACWA's website (www.acwa.org.au) under the *Migrants* section.

In the case of an adverse assessment a skills assessment applicant may request an appeal or review. ACWA takes its responsibility in this regard seriously.

An applicant may dispute an outcome of a skills assessment if they:

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

All review and appeal requests must be submitted within 28 days of receiving the original outcome document. Fees apply – see the form for details.

Requests will be processed by ACWA in approximately 8-10 weeks from the date of payment.

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.

Review

Applicants can request a review if they believe they can provide additional evidence to support a successful outcome for their original application.

PROCEDURE

How to lodge a request

- 1) Complete the Appeal-or-review-form-skills-assessment which is located via this link <https://www.acwa.org.au/migrants/application-process/> under the heading *Appeals and reviews*.

- 2) Submit the form (along with any associated documents) via email to assessments@acwa.org.au within 28 days of receiving the original outcome document. Please include the Application ID in the email subject line.

How ACWA will process a request

- 1) The form will be checked to ensure it has been filled out correctly and is consistent with the interim policy.
- 2) The form will be forwarded to Finance for the payment to be processed.
- 3) The Manager of Assessments will send an acknowledgement email which will include the payment receipt.
- 4) The appeal or review will be carefully considered in line with ACWA's skills assessment guidelines.
- 5) The outcome will be finalised within 8-10 weeks.

The processing timeframe for requests is approximately 8-10 weeks from the date of payment.