

Policy: Dispute resolution

Introduction

The College's training and examination processes aim to provide candidates with conditions that allow and encourage performance to the best of their ability. This includes an approach to open lines of communication between all participants, secretariat, facilitators and examiners and the provision of sufficient information for decision making. Should a dispute arise between any of the parties it will be resolved as follows:

Dispute Resolution

If a dispute arises between a facilitator and a candidate, this will be reported to the Board of Censors by both the facilitator and the candidate.

The Board of Censors will advise on a process to resolve the dispute.

If the matter cannot be resolved, then it will be referred to the College Council.

If a dispute arises between a candidate and a member of staff, another educator or the organisation, this will be reported by the relevant party(s) to the Manager, Policy and Professional Standards Division.

The Manager, Policy and Professional Standards will advise on a process to resolve the dispute.

If the matter cannot be resolved, then it will be referred to the College Council.

All dispute matters will be treated as confidential and will not prejudice assessment outcomes.

Appeals

The Process for appealing an examination result is documented in the APC Regulations and the Candidate Manual provided for each set of final examinations.

Related Documents

ACP Policy - Poor performance

ACP Regulations 2009