



## Appeals and Counselling Procedures

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## General Information

Applicants assessed as not meeting the Stage I or Stage II assessment criteria are advised in writing. The advice contains details of the eligibility criteria that they failed, the reasons that they failed and further action that they can take, including appeal.

All appeals must be in writing and clearly state the grounds for appeal. Supportive information to address these grounds and to demonstrate that the relevant eligibility criteria have been met must also be provided.

Written appeals, with the correct fees if applicable, should be received within six (6) weeks of the Council on Chiropractic Education Australasia Inc mailing the assessment notification or outcome of a lower level appeal.

## Levels of Appeal

Appeals may progress through two levels for each stage of the assessment process.

### Level 1. Administrative Review by Executive Officer of documentation and procedures (Desktop Audit)

The purpose of this level is to check whether an error has been made and to ensure that all relevant information has been collected and considered. No fees will apply to Stage I - Desktop Audit appeals.

The Executive Officer will re-assess the application, considering any new information provided. The appeal will be upheld if the Desktop Audit eligibility criteria have been met. If not, the candidate will be notified in writing within four (4) weeks of the date of the Council on Chiropractic Education Australasia Inc receiving the appeal. The notification will include reasons for rejecting the appeal.

### Level 2. Review by the Appeals Panel of the Council on Chiropractic Education Australasia Inc

In a Stage 2 - Competency Based Screening Examination appeal, the Executive Officer will ask the examination panel for an appropriate report on the areas failed.

The purpose of this level is to ensure that the appeal is considered by a person other than the original assessor.

If after counselling the candidate is not satisfied with the outcome of the Level 1 appeal, they may write to the Appeals Panel of the Council on Chiropractic Education Australasia Inc stating the grounds for their appeal and requesting a review of their application. The appropriate fee should be included with their application. The letter of appeal should be received within six (6) weeks of the Council on Chiropractic Education Australasia Inc sending notification of the outcome of the Level 1 Appeal.

The Executive Officer will provide a written report to the Appeals Panel of the Council on Chiropractic Education Australasia Inc outlining all communication with the candidate, why the eligibility criteria have not been met and why the appeal was rejected at Level 1. The Appeals Panel will consider the original application and the Executive Officer's report. The appeal will be upheld if eligibility criteria are deemed to be met. If not, the applicant will be informed of the result and the reasons.

## Grounds for Appeal

Applicants are provided with clear guidelines on the application form as to the information that must be provided to demonstrate they meet the eligibility criteria. The main ground for appeal is that applicants may feel that the information provided has been misinterpreted. Ideally, this should be resolved by communication with the Executive Officer immediately after notification (Level 1 appeal) rather than by a higher level appeal.

Omission of relevant information from the original application should not be grounds for appeal unless this was due to the actions of another or other parties, for example, a migration agent. Again, this should be resolved by communication with the Executive Officer immediately after notification rather than by a higher level appeal. If the provision of new information occurs more than six months after notification of the assessment, the Council on Chiropractic Education Australasia Inc may treat this as a new application and charge appropriate fees.

Appeals concerning procedures will be investigated and any discrepancies acknowledged, however unless there is an impact on the ability to demonstrate meeting the eligibility criteria the assessment result will not be changed.

Other grounds for appeal will be considered on their individual merits.

All appeals that are upheld will trigger a review of the assessment administrative procedures. The Executive Officer will prepare a report of the outcome for consideration by the Council on Chiropractic Education Australasia Inc.

## Counselling Procedures

Applicants who are resident in Australia and wish to receive additional information on their options at any stage of the assessment and appeals process may write to the Council on Chiropractic Education Australasia Inc to request counselling. Counselling will be provided at the earliest opportunity, either in writing, by telephone, or, where possible, in a face-to-face meeting with a person nominated by the Council on Chiropractic Education Australasia Inc.

## Operation of the Appeals Panel

The Council on Chiropractic Education Australasia Inc will nominate a three (3) member Appeals Panel. These members will be nominated by members of the Council however will not be current Councillors.

The roles of the Panel will include:

- Nomination of suitable persons to provide counselling to unsuccessful applicants;
- Approval of grounds for appeal by individual applicants;
- Review of Level 1 appeals.

The Executive Officer will provide relevant documents to members, canvas options and organise teleconferences as required for discussion and for decisions to be made.

### Fees for Appeals

Level 1	Stage 1	Nil
	Stage 2	\$250
Level 2	Stage 1	\$250
	Stage 2	\$500

The above fees are GST free under section 38-110 of *A New Tax System (Goods and Services Tax) Act 1999*