

LUMINOUS EDUCATION

Luminous Education PTY LTD

RTO Code 41498



APPEAL FORM

Appellant Name		Appeal Against <input type="checkbox"/> The assessment decision <input type="checkbox"/> The procedural decision <input type="checkbox"/> Cancellation of enrolment
Date Submitted		
Who is appealing	<input type="checkbox"/> Student <input type="checkbox"/> Trainer/Assessor <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Employer	
Form Submitted to		
Other party's involved		
UNIQUE COMPLAINT NUMBER		

Note to the appellant

Please read Luminous Education Pty Ltd.'s Policy and Procedures pertaining to complaints and appeals. After raising your appeal informally, in case of formal appeal against assessment marking, all learners are required to wait at least **24 hours (cooling off period)** before they can appeal the assessment decision formally through this form (refer to the Complaint & Appeal Policy and Procedure on RTO website, www.luminouseducation.edu.au).

DETAILS OF APPEAL

Appeal: Have you discuss this matter with you trainer in an attempt to reach a decision?

☐ YES ☐ NO

Details

Signed By

Date

Website - www.luminouseducation.edu.au

Email - info@luminouseducation.edu.au

Ph-: 07 32182795

ABN:95609476673



APPEAL FORM

Section 2

Staff member receiving this form to complete Section 2

Comments:

Staff member name:

Staff signature:

Date:

Forwarded to:

RTO Manager

Training Manager

Independent Review

Date:

Section 3

Staff member conducting the investigation of the appeal is to attach a detailed report (e.g., a word document explaining the nature of the appeal) to this form.

RTO manager will take action according to Luminous Education Pty Ltd's Appeals Policy. The RTO's **Complaint & Appeal Policy and procedure** are available online, www.luminouseducation.edu.au as a single document. Also, the Appeal Form is published online as a separate attachment. The appeal form can also be emailed to Learners and candidates upon request. Also, this appeal form is given to learners and candidates with Learner Assessment Guides and RPL Candidate Manual respectively. The RTO will respond to all appeals within **30 calendar** days of receipt. The RTO staff will inform the appellant in writing if the resolution is not achieved in less than **60 calendar days**.

Although, the appeal committee will have an independent member, the RTO will provide an independent review (i.e., external to the RTO) for the appeal if requested in writing. The appeal policy has provided an adequate information on this and ASQA can be contacted if the resolution is not achieved or satisfactory.





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Appeal Lodgement

This appeal form can be submitted via email (support@luminouseducation.edu.au), post (Level 22, 127 Creek Street, Brisbane City, QLD, 4000) or in person at the RTO campus.

FOR OFFICE USE

RTO Manager is to assign a **unique Appeal number** starting with pre-fix, 'A', below. For example, if it is a second Appeal of year 2017, then A-2-2017 can be assigned so that they can be clearly mentioned in Corrective Action Template and discussed in regular RTO meeting as part of the continuous improvement procedure.

Date Received by Staff	
UNIQUE APPEAL NUMBER	A – Appeal Serial number – Year [e.g., A - 2-2017]
Staff name	
Staff Signature	