

Australian Institute of CPD Standards

Application Appeals Policy

Purpose

This guideline outlines the process for applicants to appeal decisions made throughout adjudication processes regarding CPD accreditation or verification applications that result in non-approval status.

1. Eligibility for Appeal

Applicants may lodge an appeal if:

- They believe a procedural error affected the outcome.
- They have new or additional information relevant to the application that was not available during the original submission. Additional supporting information may be provided one time only.
- They believe the decision was made without due consideration of the evidence provided.

Appeals will **not** be considered if they are based solely on disagreement with the outcome without supporting grounds.

2. Appeal Submission Process

To lodge an appeal, applicants must:

- **Submit a written appeal via email** within **14 calendar days** of the date of notification of the non-approval.
- Include the following information:
 - Applicant's name and contact details.
 - Unique Activity ID number of the original application.
 - Detailed statement outlining the grounds for appeal.
 - Any new or additional supporting documentation.
- Email the appeal to: **applications@AlcpdS.org.au**
Subject line: *CPD Appeal – [Applicant Name and Unique Activity ID]*

3. Appeal Review Procedure

- The appeal will be reviewed by a panel independent of the original assessment team.
- The panel will assess whether the appeal meets the eligibility criteria and whether there are valid grounds for reconsideration.
- The applicant may be contacted for clarification or additional information.

4. Timeframe for Resolution

- Appeals will be acknowledged within **5 business days** of receipt.
- A written outcome will be provided within **30 calendar days**, unless further investigation is required. In such cases, the applicant will be notified of the revised timeframe.

5. Possible Outcomes

The panel may decide to:

- Uphold the original decision.
- Overturn the decision and grant accreditation/verification.
- Request a resubmission with specified amendments.

All decisions made by the appeal panel are final.

6. Support and Enquiries

If you need assistance in understanding the appeals process or in preparing your appeal, please contact:

applications@AlcpdS.org.au