



## Appeals procedure

There is one category of appeal - Assessment via HITO Assessment.

### HITO Assessment

- If an apprentice considers an assessment result is unfair an appeal can be made to HITO for consideration of that result.
- The appeal must be made in writing with full supporting documentation of the assessment and the reasons for the appeal.
- Photographic evidence can be supplied as supporting evidence, but it must be agreed upon by both the candidate and assessor, collected on the day of the assessment, and at the assessment venue.

### On receipt of the appeal HITO will:

- Acknowledge the receipt of appeal within **3 working days** and request any further information
- Request a report from the relevant Assessor and/or Supervisor on the assessment process and the reasons for the result.

Both the appeal and the Assessor's report will be jointly considered by the HITO Appeals Panel.

A binding decision will be made and communicated to all parties within **21 working days** of initial receipt.

### Provider Assessment (Off Job Training)

- Every Training Provider must be accredited, in order to contract with HITO to train apprentices. The Accreditation process ensures that the Provider has an appeal process in place. This should be referred to in the first instance
- If an apprentice considers an assessment result is unfair an appeal can be made through the appeals procedure in place with that Provider.
- If an apprentice considers the appeal was unfairly treated a complaint can be made to HITO. It must be made in writing with full supporting documentation including the previous appeal to the Provider. This can be made directly to HITO or through the Sales and Training Advisor.

Submission of appeals must be made to *either* [support@hito.org.nz](mailto:support@hito.org.nz) or:

HITO Appeals Panel  
PO Box 11764, Manners Street  
Wellington

## Appeal Application Checklist

- ✓ Have you enclosed all supporting evidence towards this appeal?
- ✓ Have you paid the required appeal application fee?
- ✓ If you would like your employer kept informed of the appeals process, please provide their email address below.

Employer Email Address:

- ✓ Have you signed and dated this appeal application?

Signature:

Date:  /  /