

Appeal of Assessment Result

PERSONAL DETAILS - Please print clearly using capital letters in a blue or black pen. Please complete the relevant section fully.

First Name		Last Name	
Permanent Address			
City		Post Code	
Email Address			
Contact Phone		NZQA Number (NSN or NSI)	

EMPLOYER DETAILS

Salon Name	
Employer	

APPEAL REASON - Please state the nature of your appeal. All appeals must be lodged within **21 days** of the candidate receiving written result of their assessment.

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APPEAL FEES

The fee to process an appeal is **\$80**. You can pay direct transfer to **WESTPAC 03-0502-0747489-00** using your name and 'Appeal' as the reference, or we can provide an invoice with an online portal link you can use to pay with.

APPEAL 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 collected at the time of the assessment can be supplied as supporting evidence.

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.

APPEAL APPLICATION CHECKLIST

- ✓ Have you enclosed any 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:

Signature

Date

**SUBMISSION OF APPEALS MUST BE MADE TO [EITHER SUPPORT@HITO.ORG.NZ](mailto:SUPPORT@HITO.ORG.NZ)
OR POST TO HITO APPEALS PANEL, PO BOX 11 764, WELLINGTON, 6142**