

Skills assessment review and appeal policy

If your skills assessment application is unsuccessful, Community Work Australia has a fair and equitable process for managing review and appeal requests.

Review

If you disagree with your unsuccessful skills assessment outcome, you may request a **review** of the decision.

You may dispute the outcome of your skills assessment if you:

- believe the application was incorrectly assessed;
- wish to highlight special circumstances that were not adequately described at the time of the application; or
- wish to submit additional evidence to support the original application.

The review process involves the re-assessment of all your documentation by a senior assessment officer who was not involved in the original skills assessment.

All review requests must be submitted within 90 days of receiving the original outcome document, unless otherwise stated in your outcome letter.

Fees apply – see the [Fees and Charges page on our website](#) for more details. No matter the outcome, the review application fee is non-refundable.

Appeal

If you are not satisfied with the result of the review assessment, you can lodge an **appeal** application.

You may dispute the outcome of the review if you believe an incorrect decision was made based on the information and evidence submitted in both the original and review applications.

You are asked to provide a detailed letter explaining the grounds for appeal, however no new evidence can be submitted.

Appeal applications require the involvement of an independent assessor or advisory with expertise in the nominated occupation. The independent assessor will provide advice on the outcome of the appeal application. Following that, Community Work Australia will provide written notice of the appeal decision, including the reasons for an unfavourable decision, if applicable.

All appeal requests must be submitted within 90 days of receiving the review outcome document.

Fees apply – see the [Fees and Charges page on our website](#). If the original outcome is upheld, the fee is non-refundable. If it is overturned, the fee will be refunded.

Please note that the appeal decision is final.

Following an appeal decision, if you undertake further study and/or work experience such that you meet the competencies that were lacking in your application, you are encouraged to apply for another skills assessment at a later date.

If, however, you have not done anything additional then it is unlikely that your application would achieve a suitable outcome if you lodged a new application.

How to lodge a review or an appeal request

- 1) Send an email to assessments@communitywork.org.au quoting your application ID number. Specify if you are requesting a review or an appeal and on what grounds. You will be sent a unique link via email to submit your application via the skills assessment portal.
- 2) Complete your application within 90 days of receiving an outcome, and submit your additional documents, if applicable.
- 3) Once you have submitted your application, you will receive a new application ID number. Use this number any time you contact us regarding your review or appeal application.

How Community Work Australia will process a request

- 1) Your review or appeal application will be checked to ensure all documents have been provided.
- 2) Your application will be carefully considered in line with Community Work Australia's skills assessment guidelines.
- 3) The outcome will be finalised within 8-10 weeks from the date of payment.

Our team will happily respond to all post-assessment enquiries.

Please email us at assessments@communitywork.org.au if you wish to seek further clarification on the outcome of your skills assessment and whether a review or an appeal application is right for you.