



# IPMA Australia MA REG Appeals Policy



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## Owner and Author of the Document

Academy4 International T/A on behalf of IPMA-Australia



## Purpose and Scope

This policy outlines the process for submitting, reviewing, and resolving appeals related to IPMA-Australia's REG Partner assessment decisions.

It ensures transparency, fairness, and compliance with the IPMA Education & Training Registration (REG) Regulations.

The policy applies to all REG Partner applicants, training providers, educational institutions, and individuals who receive an assessment decision from IPMA-Australia.

## Introduction

IPMA-Australia MA is committed to ensuring that all REG Partner assessments are fair, consistent, and based on valid judgements. This policy explains the process that a REG Partner applicant must follow if they wish to appeal a decision made regarding their REG Partner application.

## Overview of the appeals process

The appeal process focuses on verifying whether the correct procedures were followed during the assessment. It does not reassess the academic or technical merits of the application itself. The purpose of an appeal is to identify if IPMA-Australia MA followed the correct processes, procedures and policies, which are aligned with IPMA Regulations, regarding the assessment decision of a REG Partner application.

***'Appellant' refers to the educational institution/training provider/individual who requests the appeal.***

## Types of appeal

The following decisions can be appealed:

The outcome of an application to become an IPMA REG Partner through IPMA-Australia.

The withdrawal or suspension of REG Partner status where information in the original application is later found to be inaccurate or false.

Any procedural error during the assessment process.

If an appellant believes there were procedural irregularities that cannot be resolved through this process, they may submit an official complaint directly to IPMA, which will review the case in collaboration with the National REG Director.

## Appeals

The appeal is usually a desk-based process and completed by IPMA-Australia MA, by people who were not involved in the original REG Partner decision. They will be experts on all the relevant processes, procedures and policies, along with IPMA regulations regarding REG Partners. The same process is followed for every type of appeal.

## How to apply

Appeals must be submitted in writing using the official IPMA-Australia MA Appeal Form available from [enquiries@ipma-australia.com](mailto:enquiries@ipma-australia.com).

The application must include the reasons for the appeal and details of specific instances where the appellant believes that IPMA-Australia MA did not follow the correct procedures in reaching the original decision. Additional supporting documents can be included in the application and must be clearly referenced.

If the application does not include the required information, it will be returned to the appellant with details of what information is missing. A deadline will be given for this information to be included. The appellant must respond fully within this deadline, or the appeal will not be reviewed.

An application form can be obtained from [enquiries@ipma-australia.com](mailto:enquiries@ipma-australia.com).

Once received, the appeal will be acknowledged within five (5) working days. If additional information is required, the National REG Director will inform the appellant in writing, specifying a submission deadline.

## Timelines

Appeals must be submitted within twenty (20) working days of receiving the assessment decision notification from the National REG Director. Late appeals will not normally be accepted unless exceptional circumstances can be demonstrated.

## Appeals Process

The appeal will be reviewed by an appointed Appeals Reviewer or Panel who was not involved in the original decision and has no conflict of interest in the outcome. An expert in IPMA-Australia MA processes and policies who was not involved in the original assessment decision will review the application, supporting documents and any records relating to the original assessment decision. All of the information will be checked against the relevant procedures and policy documents to confirm the correct procedures were followed.

## Outcomes

After the review of the appeal there are two possible outcomes:

- The appeal is upheld because any one of the correct processes, procedures or policies were not followed.
- The appeal is rejected because all of the correct processes, procedures and policies were followed.

Where the appeal is upheld, the National REG Director will determine appropriate remedial actions, which may include a re-assessment of the application or amendments to policies and procedures.

## Communication of outcome

IPMA-Australia MA will send a written notification to the appellant detailing the appeal outcome, rationale, and any next steps.



The decision of IPMA-Australia MA concludes the internal appeals process. If the appellant believes the process was not conducted in accordance with IPMA Regulations, a procedural complaint may be escalated to IPMA Headquarters for review.

## **Record Keeping and Confidentiality**

All documents relating to an appeal, including communications, evidence, and decisions, will be securely stored by IPMA-Australia for a minimum of five (5) years.

Information shared during the process is treated as confidential and will only be disclosed to those directly involved in handling the appeal or as required by IPMA Regulations.