

POLICY		Australian Physiotherapy Council	
Department:	Assessment	Ref. No.	AX_001
Title:	Internal Review - Assessment		

## 1. PURPOSE AND SCOPE

The following policy describes the mechanism for which applicants may request review of a decision made by the Australian Physiotherapy Council relating to the outcome of the Eligibility Assessment, Written Assessment, Clinical Assessment, Assessment of Equivalence of Qualification, or the Skills Assessment.

## 2. KEYWORDS

Internal Review; Appeal; CEO; Board of Directors; Decision; Recommendation; Panel;

## 3. POLICY

### 3.1 Application for Internal Review

An application for internal review of an outcome must be submitted to the Chief Executive Officer within 14 calendar days of the assessment result being notified.

#### 3.1.1 Grounds for Internal Review

An applicant may make an application for Internal Review of an outcome on one or both of the following grounds:

- The procedural requirements as specified by the Australian Physiotherapy Council were not followed in a significant manner or to a significant extent; or
- The candidate's performance was adversely affected by significant deficiencies in the assessment procedures beyond the control of the candidate.

#### 3.1.2 Internal Review Application

An applicant must:

- Set out in detail the grounds for review and the circumstances considered to justify those grounds for review on the prescribed form; and
- be accompanied by payment of the relevant fee.

#### 3.1.3 Processing an Internal Review Application

On receipt of the application for Internal Review the Chief Executive Officer will forward the request to the National Manager, Assessment for review.

The relevant National Manager will acknowledge receipt of the application and verify:

- The applicant has applied within 14 days of receipt of the notification of the outcome of the assessment
- The applicant has outlined the grounds for the Internal Review and the grounds are valid
- The applicant has paid the relevant fee.

Document Owner:	Chief Executive Officer	Original Issue:	April 2014
		Version:	1.1
		Approval Date:	August 2016
		Review Date:	August 2016

The National Manager will make a recommendation to the Chief Executive Officer as to whether the application should proceed to Internal Review.

### 3.2 Convening the Internal Review Panel

An Internal Review Panel will be convened by the CEO with the following composition:

- a) Two nominees who are physiotherapists with experience in education
- b) One nominee with experience in investigation of complaints who is not a physiotherapist

Any panel member must not have had prior involvement in the assessment for which the applicant is requesting review. A Council Board member (with the exception of the Chair and Deputy Chair) may be a Panel member.

### 3.3 Request for panel members

3.3.1 The Chief Executive Officer will convene the Panel and ensure preparation of the appropriate documentation for review by the panel. Where possible documentation will be de-identified.

3.3.2 The Panel will be provided with the relevant documentation no later than 5 working days prior to the Panel meeting date.

### Timeline for the establishment of the panel

3.4.1 Where possible the Internal Review Panel will be convened within 14 days of the date the application is received.

3.4.1 The Chief Executive Officer will manage the notification to the applicant of the establishment of the Panel and provide guidance as to the expected date of the outcome of the Panel decision.

### 3.5 Internal Review Panel Meeting

3.5.1 The Panel may meet face to face or by teleconference.

3.5.2 The Chief Executive Officer or nominee may be called upon to provide guidance on process but will not influence the decision of the Panel.

3.5.3 The Panel may request additional information to assist in making a determination which may result in additional time.

### 3.6 Decisions of the Internal Review Panel

3.6.1 The Panel can make a decision to uphold an application for Internal Review or confirm the original decision. If a decision is upheld, the candidate will be provided with a resit of the assessment. The original result cannot be changed.

3.6.2 The Panel decisions are considered final.

3.6.3 Except where otherwise required by law, all records of deliberations of the Internal Review Panel shall remain confidential.

3.6.4 Candidates will be notified of the decision of the Panel within 14 days of the Panel meeting.

### 3.7 Reporting

3.7.1 The Internal Review decision register will be routinely reported to the Assessment Standing Committee and Council Board of Directors for noting. Decisions of the Panel cannot be changed by the Assessment Standing Committee or the Board of Directors, but common issues may be discussed for the purposes of quality improvement.

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3.7.2 The Council reports outcomes of complaints to the Physiotherapy Board of Australia semi-annually and annually and will provide de-identified reports regarding Internal Review Applications.

## Related Documents:

Policy: Internal Review – Accreditation

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