

Appeals and Complaints for Equivalence Certification

The outcome of all investigations will be reached within 28 days of receipt of the appeal or complaint.

Please note that appeals can only be heard for the Certificate of Equivalence. If you wish to appeal components related to the Certificate of Attainment, you must contact your Higher Educational Institution (HEI) and / or the National School for Healthcare Science (NSHCS).

Appeals (Certificate of Equivalence)

Appeals must be made in writing within 28 days of receipt of the report from the Academy for Healthcare Science (AHCS). Appeals can be made based on procedural matters related to the Equivalence process. Appeals against judgements of Assessors, Board or the Council will not be accepted.

Appeals will be considered by an Appeals Panel, made up of members not related to any aspect of the application, will be convened to review both the submission of the appellant and report issued by the AHCS. If necessary, the Appeal Panel may undertake an investigation, including receiving written statements or conducting interviews.

The Appeal Panel will make a determination based on the available evidence and can decide that:

- There were no procedural anomalies and the original decision stands; or
- One or more procedural anomalies occurred and the application must be reassessed (the Panel may determine new assessors are appointed to replace or supplement the original assessors at this time).

The Appeal Panel will summarise their determination in a report which will be provided to the appellant, the Assessors and retained on file by AHCS.

The Appeal Panel's judgements are final.

Complaints

Complaints can be made at any time. Complaints can be made based on procedural matters related to the Equivalence process.

Complaints will be considered by the Board. A Complaints Review Panel, made up of members not related to any aspect of the application, will be convened to review both the submission of the complainant and any other appropriate evidence. If necessary, the Complaints Review Panel may undertake an investigation, including receiving written statements or conducting interviews.

The Complaints Review Panel will make a determination based on the available evidence and can decide that:

- The complaint is not founded; or
- One or more procedural anomalies occurred and the complaint is founded. This may result in a change to standards, processes or training or potentially disciplinary action if the conduct of an employee is unacceptable.

The Complaint Review Panel will summarise their determination in a report which will be provided to the complainant and any other parties involved in the complaint and retained on file by AHCS.

The Complaint Review Panel's judgements are final.