



Appeals Policy and Procedures

08.01

General

The Australian Pharmacy Council (APC) has an appeals procedure for assessments and examinations that it conducts. These are:

1. The initial assessment that establishes an applicant's eligibility to undertake the process leading to registration as a pharmacist in Australia;
2. The secondary assessment of an applicant's pharmaceutical knowledge or competency to practise pharmacy;
3. The written examination required by the Pharmacy Board of Australia that is conducted by APC.

Any candidate resident in Australia and intending to lodge an appeal related to a secondary assessment or examination must receive counselling before lodging the appeal. Counselling is arranged by contacting the APC.

Applications for appeal or review must be in writing and clearly state the grounds for the appeal. The appeal should include any relevant supporting documentation and be accompanied by the stipulated fee*. Appeal applications will not be processed unless accompanied by the fee.

All appeal applications must be undertaken in the order indicated in the steps outlined below.

a) Appeal against the Primary Assessment

This appeal applies to the initial assessment (i.e. eligibility assessment) of an applicant's qualifications and associated documents to determine his or her eligibility to undertake the APC process.

Step 1. Appeal to the APC

Note: An appeal to the APC may be made against the assessment outcome and/or the administrative process relating to the way in which eligibility assessments are undertaken.

A written application for an appeal should be forwarded to the APC, together with the nominated fee*, within 28 days of receiving the notification of the assessment outcome. This application must be substantiated with supporting documentation or statements.

The appeal will be referred to the APC Examining Committee for consideration and the Committee will make a recommendation to the APC. The APC will consider the recommendation and advise the candidate on the outcome of the appeal.

If the appeal is upheld all fees will be refunded to the candidate.

Step 2. Appeal to an Independent Appeals Committee (IAC)

Note: An appeal to an IAC may only be made against the administrative process relating to an eligibility assessment.

When an appeal to the APC has been heard but the applicant still believes that there has been a breach in the administrative process relating to their assessment, they may lodge a written appeal with the IAC. The IAC is composed of members who are independent of the APC and the Examining Committee. Two will be pharmacists and at least one will be from another profession with experience in academia and examinations. The appeal should be addressed to the IAC and sent to the APC address within 28 days from the date of receipt of the *appeal outcome advice* from the APC. The new appeal should include any relevant supporting documentation and be accompanied by the stipulated fee*.

Following consideration of the case the IAC will deliver its decision to the APC. The APC will advise the candidate of the outcome of the appeal.

If the appeal is upheld all fees will be refunded to the candidate.

b) Counselling and Re-mark for the Secondary Assessment Results or Written Examination Results

Counselling *Available in Australia only*

Candidates who are resident in Australia are advised to contact APC to receive counselling if they are unsuccessful in the secondary assessment or written examination as this provides an opportunity to gain important feedback on their areas of weakness.

A request for counselling should be made within 28 days of the receipt of examination results and must be accompanied by the required fee*. Counselling will be conducted only with the candidate and examination results will not be discussed with a representative of the candidate.

Following counselling, a candidate may ask for a re-mark if they believe their result to be incorrect, or appeal if they are dissatisfied with the process used by APC to determine the result.

Re-mark

Any candidate, whether residing in Australia or overseas, may ask for a manual re-mark of their examination results. A re-mark fee will be charged*. A written request seeking a re-mark must be accompanied by the relevant fee. Any request for a re-mark should be made within 28 days of the date of receipt of the examination results.

c) Appeal against the Secondary Assessment or Written Examination Process

NOTE: In the case of an appeal resulting from a secondary assessment or written examination, candidates residing in Australia are required to receive counselling (See Section B, above).

Note: Appeals against an examination outcome, whether to the APC or an IAC can only be made on the basis that there has been an alleged breach in the administrative process.

Step 1. Appeal to the APC

Following counselling, if the candidate wishes to proceed with an appeal a written appeal should be forwarded to the APC within 28 days from the date of the counselling accompanied by the stipulated fee*. Any relevant supporting documentation or statements should be included.

Candidates residing overseas may submit an appeal without counselling and should do so within 28 days following receipt of examination results.

The appeal will be referred to the APC Examining Committee for consideration, and the Committee will make a recommendation to the APC. The APC will consider the recommendation and advise the candidate of the outcome of the appeal.

Step 2. Appeal to an Independent Appeals Committee

When an appeal to the APC has been heard but the applicant still believes that there has been a breach in the administrative process they may lodge a written appeal to an IAC. The IAC is composed of members who are independent of the APC and the Examining Committee. The appeal should be addressed to the IAC and sent to the APC address within 28 days from the date of receipt of the *appeal outcome advice* from the APC. The new appeal should include any relevant supporting documentation and be accompanied by the stipulated fee*.

If an appeal against an examination process is upheld, all fees will be refunded to the candidate and the attempt at the examination which was the subject of the appeal will not be counted as an attempt but a record of the attempt will be kept.

***Fees**

For a list of current fees, please refer to the 'Fee Schedule' section under 'Skills Recognition' on the APC website (www.pharmacycouncil.org.au).