

ASSESSMENT INTERNAL REVIEW POLICY

Recommending Committee	Assessment Committee	Date Reviewed	20 August 2025
Approved by Board	19 September 2025		
Delegated Authority	The Board delegates responsibility for future updates of this policy to the Assessment Committee, effective 19 September 2025.		
Next Review	September 2028		
Owner	General Manager, Operations		

PURPOSE

The following policy describes the mechanism for which applicants may request an Internal Review of a decision made by the Australian Physiotherapy Council (the Council) relating to the outcome of an assessment, or decision related to the outcome of a Misconduct investigation.

SCOPE

This policy applies to all assessment applicants.

POLICY

1. Application for Internal Review

- 1.1 An application for Internal Review of an outcome must be submitted to the Assessment Manager within 14 calendar days of the assessment result being notified.

2. Grounds for Internal Review

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

- 2.1 The procedural requirements as specified by the Council were not followed in a significant manner or to a significant extent; or
- 2.2 The applicant was adversely affected by significant deficiencies in relevant procedures beyond the control of the applicant.

3. Internal Review Application

An applicant must:

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

4. Processing an Internal Review Application

On receipt of the application for Internal Review, the Assessment Manager will acknowledge receipt of the application and verify:

- 4.1 The applicant has applied within 14 days of receipt of the notification of the outcome
- 4.2 The applicant has outlined the grounds for the Internal Review and the grounds are valid
- 4.3 The applicant has paid the relevant fee.
- 4.4 The Assessment Manager will make a recommendation to the General Manager, Operations as to whether the application should proceed to Review.

5. Convening the Internal Review Panel

An Internal Review Panel will be convened by the General Manager, Operations with the following composition:

- 5.1 Two nominees who are physiotherapists with experience in education
- 5.2 One nominee with experience in investigation of complaints who does not need to be a physiotherapist

Any panel member must not have had prior involvement in the applicant's assessment for which is the subject of Appeal. A Council Board member (with the exception of the Chair) may be a Panel member.

6. Request for panel members

- 6.1 The General Manager, Operations will convene the Panel and ensure preparation of the appropriate documentation for review by the panel. Where possible documentation will be de-identified.
- 6.2 The Panel will be provided with the relevant documentation no later than 5 working days prior to the Panel meeting date.

7. Timeline for the establishment of the panel

- 7.1 Where possible the Panel will be convened within 14 days of the date the application is received.
- 7.2 The General Manager, Operations 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.

8. Internal Review Panel Meeting

- 8.1 The Panel may meet face to face or by teleconference.
- 8.2 The General Manager, Operations or nominee may be called upon to provide guidance on process but will not influence the decision of the Panel.
- 8.3 The Panel may request additional information to assist in making a determination which may result in additional time.

9. Decisions of the Internal Review Panel

- 9.1 The Panel can make a decision to uphold an application for Review or confirm the original decision. If a decision is upheld, the applicant will be provided with another attempt of the assessment, or reconsideration of Misconduct by a new Misconduct Panel. The original outcome cannot be changed.
- 9.2 Panel decisions are considered final.
- 9.3 Except where otherwise required by law, all records of deliberations of the Panel shall remain confidential.

9.4 Applicants will be notified of the decision of the Panel within 14 days of the Panel meeting.

10. Reporting

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

10.2 The Council may provide on request a deidentified report of outcomes of complaints to the Physiotherapy Board of Australia.

RELATED DOCUMENTS:

Assessment Misconduct Policy

REVIEW CYCLE

Every three years