



# LEARNER APPEALS POLICY AND PROCEDURE

## Introduction

The policy includes the procedure for making an appeal and describes how this will be dealt with.

Appeals can be made by:

- Learners
- Trainers
- Company staff

## Grounds for an Appeal

Appeals can be made about an assessment or any other decision made by our trainers or staff, or by the Awarding Bodies (AO) that we use. This can include:

- Quality/results of assessment
- Decisions for reasonable adjustments or special considerations
- Administration errors
- Withdrawal of certification or actions plans resulting from monitoring audits
- Decisions relating to any action following a malpractice/maladministration investigation

Learners have the right to appeal against assessment decisions if they think:

- The Trainer has made the wrong assessment decision
- There has been a clerical error in the recording a result

If a Learner is not satisfied with the outcome of this appeal process then they can appeal to the Awarding Body of the qualification studied.

Only people who have appropriate competence and no personal interest in the decision being appealed will make appeal decisions.

All Learners, Trainers and Staff will be given information about the appeals process and how to access the policy.

## Records

We will keep records of all appeals dealt with and submit information on the Awarding Bodies as required.

## Submitting an Appeal

An Appeals Form must be completed. This must include all relevant information, including the reasons for the appeal and all supporting evidence. This must be done within 10 days of the situation giving rise to the appeal.

## Dealing with an Appeal

Appellants will receive an acknowledgement from us within five working days. We will then:

- Log the appeal
- Complete an investigation within 20 working days of receiving the query
- Tell the appellant whether the appeal is:
  - Upheld – detailing the action(s) to be taken and who by
  - Not Upheld – detailing the reasons for this and their right to request an appeal review by the Awarding Organisation

In the case of assessment decisions, our Quality Assurance manager will focus on whether the procedures were:

- Consistent with the appropriate Conditions of Recognition
- Applied properly and fairly when making assessment decisions

If we find a discrepancy, we will inform the appellant and the Awarding Organisation and issue a corrected result to the Learner.

## Appeals Review

If an appeal is not upheld and the appellant is unhappy with the outcome they can ask the appropriate Awarding Organisation to review this policy, procedure, conduct and decision. We will provide the appellant with the appropriate appeals policy, procedure and forms.

## Appeal outcome affects Learners

If an appeal outcome throws doubts on the other results we will also investigate these results. We will do everything we can to protect the interests of all Learners and the integrity of the units and/or regulated qualifications. We will cooperate fully with the Awarding Body in any follow-up investigations and agreed remedial action, including:

- Identifying other Learners affected
- Arranging for all affected Learners' evidence to be reassessed by another Assessor
- The Assessor will be suspended until the review is completed and any identified re-training has been attended
- Co-operate with the Awarding Body and provide all evidence as requested
- Amend original judgements and provide revised documents as required
- Arrange for an external quality assurance visit from the Awarding Body to be made
- Action any improvement plans identified by the external quality assurance review

## **Assessment methods challenged because of an appeal**

If the validity of a particular assessment method is challenged as a result of an appeal we will refer this to the Awarding Body and cooperate with any actions they stipulate.

## **Monitoring and Review**

We will monitor all of the feedback that we receive in relation to the issues affected by this procedure and will amend as necessary.

The procedure will be updated with any amendments to existing or new requirements.

In any event, this procedure will be reviewed annually.

Dated: 01/08/2021

Next Review: 01/08/2022

Signed:



**Responsible Person: Gary Currier, Company Director**