

Appeals Procedure for Learners



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DOCUMENT CONTROL

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| 0.1 | Alison Dann | New Issue | 30.11.17 |
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| 0.4 | Alison Dann | Review | 06.11.19 |
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Appeals Procedure for Learners

This procedure applies to all competency-based qualifications and units of qualifications. If a learner is dissatisfied with an exam/test result, they will need to follow the Appeals Procedure.

If learners are dissatisfied with an assessment outcome, they have the right to appeal.

The main reasons for an appeal are likely to be:

- learners do not understand why they are not yet regarded as competent, because of unsatisfactory feedback from the Skills Coach /Trainer.
- learners believe they are competent, and that the Skills Coach/Trainer has misjudged them, or has failed to utilise some vital evidence.

Awarding Bodies expect most appeals from learners to be resolved within the centre.

APPEAL TO THE CENTRE

If learners have received a decision as to their competence with which they are dissatisfied, they have the right to appeal directly to the Skills Coach or Trainer who carried out the assessment. This appeal must be in writing and clearly indicate:

- the points of disagreement
- the evidence in the portfolio that the learner believes meets the requirements of the Performance Criteria and/or knowledge for claiming competence.

The Skills Coach/Trainer must give a clear judgement, in writing, to the learner within 10 working days stating justification for the decision.

If learners are not satisfied with the outcome, they can next appeal to the Internal Quality Assurer (IQA) within 5 working days. This appeal must be in writing but need not repeat the detail provided to the Skills Coach. The original written appeal to the Skills Coach/Trainer, and the Skills Coach's judgement, must be made available to the IQA

The IQA/Assurer must give a clear judgement, in writing to the learner within 10 working days stating justification for the decision.

If the IQA is not able to satisfy the situation and the learner is still not happy with the decision, then there is a further opportunity to escalate this to the Lead IQA who will liaise with the Director of Quality & Performance.

Should the learner be unhappy with the decision of the Director of Quality & Performance they may directly appeal to the Qualifications Regulator.

Regulated policies and procedures: Complaints Procedure, Internal Verification and Assessment Policy, Marking Policy, Quality Improvement Policy.

I confirm I have read the above procedure and am aware of the process I need to follow if the need should arise.

Learner Name: Signature: Date: