

## Introduction

Our appeals policy is to be read in conjunction with our assessment policy. It describes how we will deal with an issue relating to assessment decisions in respect of any work that is internally assessed by us, including controlled assessments.

## Aim:

- To enable the learner to enquire, question or appeal against an assessment decision
- To attempt to reach agreement between the learner and the assessor at the earliest opportunity
- To standardise and record any appeal to ensure openness and fairness
- To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate
- To protect the interests of all learners and the integrity of the qualification

In order to do this, the centre will:

- Inform the learner at induction, of the Appeals Policy and procedure
- Record, track and validate any appeal
- Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted
- Keep appeals records for inspection by the awarding body for 3 years.
- Have a staged appeals procedure
- Take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- Monitor appeals to inform quality improvement

To appeal:

- Learner will discuss their concerns with the Assessor and both parties will work together to resolve informally.
- If learner and Assessor are unable to agree a solution, learner should put their concerns in writing to the Lead Internal Quality Assurer within three months of receiving the decision, stating their full reason for their appeal and providing any additional supporting evidence.
- The Lead Internal Quality Assurer will consider the decisions made and the learner's appeal and will respond in writing with a final decision within 14 days of receipt of the learner's appeal being received.

- If the learner remains dissatisfied with the decision made, the learner can appeal to the awarding body. The Lead Internal Quality Assurer will provide the relevant contact details and process and procedure for the relevant awarding body in their final decision letter.

This policy has been approved and authorised by:

**Name:** Balwinder Gill

**Position:** Director of Business