

Policy title	Appeals and Procedure
Policy number	026
Effective from	06 January 2021
Review date	04 January 2022

DUTY OF THE CENTRE

It is our responsibility that all apprentices and learners are aware of the appeals process and all will have access to a responsive appeals process. The Centre has a nominated Quality Assurance Lead who is responsible for managing the Appeals Policy and the Centre will inform all learners of whom this is within their induction.

Assessment of evidence against the specified Assessment Criteria is a process with assessors giving constructive feedback at the time of the assessments through assessment feedback.

If the learner disagrees with an assessment, or proposed assessment plan, the learner will be expected to explain the basis of the disagreement to the assessor at the time of the feedback session. The assessor must be able to highlight clearly to the learner why the criterion has not been met, or the reasons for the proposed assessment plan. This type of 'negotiation' does not constitute a formal appeal.

If, after such a feedback session, the disagreement has not been resolved, both the assessor and apprentice/learner should request advice promptly from the Centre's Quality Assurance Lead who will try to resolve the issue. If this is not possible, the Appeals Procedure shown below should be invoked.

The consideration of appeals that are made will help the internal quality process and the Centre's Quality Assurance Lead to monitor the assessment process and improve it, where appropriate.

Records of all formal appeals will be recorded which will be available to any representative of the Awarding Organisation and/or a representative of the Regulatory Body.

FORMAL APPEALS PROCEDURE

If, after the informal discussion with the Quality Assurance Lead, the apprentice/learner wishes to make a formal appeal, the learner must request this in writing to the Quality Assurance Lead. This must be done within 10 working days of receiving the original assessment feedback and addressed to the Quality Assurance Lead. The Quality Assurance Lead will record this in the Appeals Log.

Learners can appeal against the following:

- The assessment plan – the learner can appeal if they do not agree with the suggested methods, location, time and criteria of their assessment.
- The assessment – the learner has the right to appeal if they feel that the assessment differed from what was agreed on the assessment plan or they feel that they did not receive a fair assessment.
- The assessment decision – the learner can appeal if they feel the assessor's judgment was unfair or biased.

The Quality Assurance Lead on receipt of the formal appeal from the learner will try to seek a solution negotiated between the relevant assessor and learner.

If it is not possible to reach an agreement then a date will be set for an Appeals Panel to meet.

The Appeals Panel will consist of a qualified assessors not involved in the original decision. It will meet within 15 working days of the receipt of the appeal with the Quality Assurance Lead.

The Appeals Panel will ensure that full original details in writing are obtained from both the assessor originally involved and the apprentice/learner. The outcome of the appeal may be as follows:

- Confirmation of the original decision.
- A re-assessment by an independent assessor.
- A judgment that adequate evidence meeting the assessment criteria has been shown.
- An opportunity to re-submit for assessment within a revised agreed timescale.

The written decision of the Appeals Panel will be issued to the apprentice/learner within five working days of the meeting. This decision will be recorded in the Appeals Log.

The Appeals Log will be available to any representative of the Awarding Organisation and/or a representative of the Regulatory Body.

If the apprentice/learner is still not satisfied with the decision at this stage and this procedure has been exhausted, then the apprentice/learner can contact the Awarding Organisation (if applicable). The Awarding Organisation should only be contacted when this procedure is fully exhausted.