



Appeal Procedures for Learners

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If a learner is dissatisfied with an assessment outcome he/she has the right of appeal. There are three stages in the appeals procedure and each stage must be exhausted before proceeding to the next one.

The main reasons for an appeal are likely to be:

- the learner does not understand why he/she is not yet regarded as competent, due to lack of or unclear feedback from the Assessor
- the learner believes he/she is competent and that the Assessor has misjudged him/her, or has missed/misinterpreted some vital evidence.

Learners are advised to keep their own copies of all the documents used in the appeals procedure.

STAGE 1

Learners, having received a decision and feedback as to their claims to competence with which they are not satisfied, have the right to appeal directly to their Assessor who has carried out the assessment.

This appeal must be in writing and clearly indicate:

- the points of disagreement and reasons
- the evidence in the portfolio which the learner believes meets the requirements of the qualification for claiming competence.

STAGE 2

Learners who are not satisfied with the outcome of their Stage 1 appeal can next appeal to the awards Internal Verifier.

This appeal must be in writing, but need not repeat the detail provided at Stage 1 as all the documentation used at Stage 1 will be passed to the Internal Verifier.

STAGE 3

Before proceeding to Stage 3, the learners must have exhausted all the internal appeals procedures of the centre.

Learners who are not satisfied with the outcome of Stage 2 of the appeals procedure may then proceed to Stage 3.

This appeal must be in writing to the External Verifier of the learner's award (given at induction) and be accompanied by copies of all the documentation used in Stages 1 and 2. There must also be evidence that learners have exhausted all the internal appeals procedures of the centre.

An investigation will be undertaken by the External Verifier on behalf of the Awarding Body. On receipt of a report, the application will be considered by the Awarding Body Appeals Committee. This consideration will lead to one of two decisions:

EITHER the Appeals Committee supports the decision of the External Verifier: that is, the appeal will either be rejected or upheld

OR the Appeals Committee appoints an independent Assessor and requires the learner to re-submit their portfolio and be available for interview on an agreed date. The independent Assessor will then report to the Appeals Committee. (A fee may be charged to the learner.) The appeal will either be rejected or upheld.

The decision of the Appeals Committee will be final. Detailed copies of awarding body complaints and appeals procedures are available from the Admin office.

Fee for Appeal

There is no charge for an Appeal

SUMMARY

The appeals procedure aims to ensure the following:

- the operation of the appeals procedure, and results arising from it, will be monitored to determine future policy
- all learners' complaints will be acknowledged and investigated to establish the facts and evidence supporting the appeal. If a complaint is considered justified, remedial action will be taken
- all learners who register an appeal will receive a formal reply within 8 weeks. It is intended that the response will be to the mutual satisfaction of the learner and the Awarding Body.
- the appeals procedure must be communicated/available in writing to all learners as well as the action they need to take to make use of it.

COMPOSITION OF THE APPEALS COMMITTEE

The Appeals Committee will comprise the General Manager Operations, the relevant Awarding Body Product Manager and a person nominated by the Awarding Body who is qualified with the Training and Development Unit D35/V2.

Signature of Learner: Date:

Signature of Assessor: Date:.....