**LEARNER / STUDENT APPEALS PROCESS**

The appeals process should be used where a Learner / Student is unhappy with stage of the assessment process and they have been unable to resolve this directly with the assessor concerned. An appeal can be made against any decision made by the Learner / Student’s assessor once the assessment of the unit has been completed.

The following are considered grounds for appeal:

* The Learner / Student disagree with the assessment decision as set against the assessment criteria of their qualification.
* The Learner / Student is dissatisfied with the way in which the assessment was carried out.
* The Learner / Student are dissatisfied with the amount of opportunities offered to demonstrate competence.
* The Learner / Student believe that they have experienced bias / discrimination in the assessment process in terms of equal opportunities.

In the first instance the Learner / Student should try and resolve this locally, where appropriate. If this does not resolve the issue then a discussion with the appropriate course lead should be instigated. If complaint still not resolved then an appeal should be made in writing, following which, a second assessor will be assigned to review the decision. The appeal must be made within four weeks of the assessment decision.

If the Learner / Student is still not happy with the assessment, it will be referred on to an Internal Verifier, who will review the decision.

If following a second assessor and IV scrutiny, the Learner / Student is still not satisfied with an assessment decision, the appeal will be taken to the Professional Training & Apprenticeships Manager, for further review.

If no agreement can be made, the Professional Training & Apprenticeships Manager will organise a date for the Appeals Panel to meet and review the appeal.

**The Appeals Panel**

The Appeals Panel should consist of 3 people from the Education Centre Team, who have not been involved with the particular assessment.

The Panel will give everyone involved the opportunity to present their account of the matter under appeal. This can be done verbally or in writing. If so desired, those involved may give their account in the absence of others involved in the matter. The Panel will consider the matter and record their decisions. They will then notify the parties involved, of that decision within 10 working days.

Possible decisions can be:

* The evidence presented does demonstrate competence and the original decision should be reconsidered by the assessor.
* The original decision is upheld.
* The Appeals Panel convenes a full Assessment Board to review decision

If the Learner / Student is still not satisfied with the outcome of the appeal, a further complaint can be made to the Awarding Body. Information on how to do this will be available from the Internal Verifier.

All appeals will be declared at External Verifier Inspections, along with al notes and decisions made through the Appeals Panel and discussions outside of the Panel.

**Appeals Decision Record**

|  |  |  |  |
| --- | --- | --- | --- |
| Learner / Student Name |  | REF |  |
| Qualification |  | Cohort |  |
| Assessors Name |  |  | |

**Part 1: Reason for appeal**

|  |
| --- |
| Reason for Appeal |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| First Assessors decision | | | |
|  | | | |
| Assessors Signature |  | Date |  |

**Part 2: Re-assessment by secondary assessor**

|  |  |  |  |
| --- | --- | --- | --- |
| Second Assessors decision | | | |
|  | | | |
| Assessors Name |  | Date |  |
| Assessors Signature |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Learner / Student Comments | | | | | |
|  | | | | | |
| Does Learner / Student accept Second Assessor decision? (please tick) | | Yes |  | No |  |
| Learner / Student Signature |  | Date |  | | |

*If the Learner / Student does not agree with the decision continue to Part 3 of the Appeals Record If the Learner / Student does agree go to Part 7 of the Appeal Record*

**Part 3: Re-assessment by Internal Quality Assurer (IQA)**

|  |  |  |  |
| --- | --- | --- | --- |
| Internal Verifiers decision | | | |
|  | | | |
| Internal Verifiers Name |  |  |  |
| Internal Verifiers Signature |  | Date |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Learner / Student Comments | | | | | |
|  | | | | | |
| Does Learner / Student accept Internal Verifiers decision? (please tick) | | Yes |  | No |  |
| Learner / Student Signature |  | Date |  | | |

*If the Learner / Student does not agree with the decision continue to Part 4 of the Appeals Record If the Learner / Student does agree go to Part 7 of the Appeal Record*

**Part 4: Re-assessment by the Manager**

|  |  |  |  |
| --- | --- | --- | --- |
| Professional Training and Apprenticeships Manager decision | | | |
|  | | | |
| Managers Name |  | Date |  |
| Managers Signature |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Learner / Student Comments | | | | | |
|  | | | | | |
| Does Learner / Student accept The Managers decision? (please tick) | | Yes |  | No |  |
| Learner / Student Signature |  | Date |  | | |

*If the Learner / Student does not agree with the decision continue to Part 5 of the Appeals Record If the Learner / Student does agree go to Part 7 of the Appeal Record*

**Part 5: Panel Decision**

|  |  |  |  |
| --- | --- | --- | --- |
| Panel decision | | | |
|  | | | |
| Name |  | Date |  |
| Designation |  | Signature |  |
| Name |  | Date |  |
| Designation |  | Signature |  |
| Name |  | Date |  |
| Designation |  | Signature |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Learner / Student Comments | | | | | |
|  | | | | | |
| Does Learner / Student accept Internal Verifiers decision? (please tick) | | Yes |  | No |  |
| Learner / Student Signature |  | Date |  | | |

*If the Learner / Student does not agree with the Panel’s decision continue to Part 6*

*If the Learner / Student agrees with the Panel’s decision please go to Part 7*

**Part 6: External Referral**

|  |  |  |  |
| --- | --- | --- | --- |
| The Learner / Student does not accept the decisions made throughout this Appeals Record and has requested a referral to the awarding body.  The referral made by the Internal Quality Assurer (IQA) | | | |
| IQA Name |  | IQA signature |  |
| Date of Referral |  | Referral made to: |  |
|  | | Organisation |  |

**Part 7: Completion of Appeal**

|  |  |  |  |
| --- | --- | --- | --- |
| I confirm that I accept the decision made in part\_\_\_\_\_\_\_ of the Appeals Decision Record, and this Appeal is now closed. | | | |
| Learner / Student Name |  | ULN |  |
| Learner / Student Signature |  | Date |  |

|  |  |  |  |
| --- | --- | --- | --- |
| I confirm that the Learner / Student is now satisfied for the decision, and this appeal is now closed | | | |
| Assessor/IQA/ Manager Name |  | ULN |  |
| Signature |  | Date |  |

All documentation forwarded to admin. Upon receipt information will be stored in Learner / Student file

Review by Course Lead of outcomes

Internal Verifier to review assessment .

Learner / Student is unhappy with assessment decision

Discussion between Assessor and Learner / Student

Yes

Resolved?

No

Work re-assessed by another Assessor

Appeal to awarding body

Yes

Resolved?

No

No

Yes

Resolved?

Yes

Assessment board convened

Assessment Panel Convened if required

No

Independent Appeals panel to review process and decision at each stage and make final decision

Yes

Resolved?

No