

Appeals policy and procedures

An appeal is a request from a learner to revisit an assessment decision which they consider is disadvantaging them.

This policy sets out our commitment to learners who wish to enquire, question or appeal against an assessment decision.

Our commitment

We show transparency and fairness in our assessment practices by allowing anyone who feels this is not achieved the right to appeal.

Our procedures

- We provide our training and assessment staff with the expertise needed to comply with this policy and related procedures.
- We provide our stakeholders with details of how to appeal and assessment decision. This will include:
 - contact details of a named representative
 - the timescales for any investigation to be undertaken
 - the timescales for the outcome to be communicated
 - the process to follow if the outcome is deemed to be unfair, including the ultimate right of appeal to the CAA.
- We have clear, consistent and transparent procedures for learners to enable them to enquire about, question or appeal an assessment decision, including requests for reasonable adjustments or special consideration.
- We provide information to learners at induction of the contents of this policy and related procedures.
- We ensure that any appeal is recorded and documentation is retained for 18 months following the resolution of the appeal.
- We maintain confidentiality of any learner information related to an appeal.
- We take appropriate action to protect the interests of other learners and the integrity of the training, when the outcome of an appeal questions the validity of other results.
- We monitor our compliance with this policy by collecting data through learner and employee applications, feedback and outcomes.

This policy cannot be superseded by an employee grievance policy, unless it makes specific reference to assessment.

Stage 1

The learner is responsible for initiating the appeal procedure.

- An appeal must be made within seven days of receiving feedback on a summative assessment by email. There will then be an informal discussion between the instructor/assessor and learner
- The discussion must take place within seven days of the request
- A note of the discussion must be maintained by the instructor/assessor

- If the issue is not resolved, move to Stage 2

Stage 2

The learner is responsible for initiating the second stage of the appeals procedure:

- The learner must complete the Appeal Against an Assessment Decision Form and submit to the training and compliance manager within seven days of the informal discussion
- The training and compliance manager reviews the assessment. If the assessment has already been reviewed as part of the sampling process, the appeal should move to Stage 3
- The training and compliance manager completes the Appeal Against an Assessment Decision Form and responds to the learner and instructor/assessor within seven days of the appeal
- The learner acknowledges the recommended outcome and signs the form. If resolved, no further action is required. If unresolved move to Stage 3.

Stage 3

- The appeal is now escalated to a Director

Appeal against an assessment decision

This form should be completed by a learner wanting to appeal against an assessment decision. The appeal must be made by the learner.

Name of Learner:	
Syllabus:	Assessment Details:
Please state the grounds for appeal:	
Learner declaration I confirm that I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to CAA requirements. I also understand the appeal may only be made against the marking/assessment process.	
Signature:	Date of signature:
Investigating Officer:	
Summary of information obtained: Outcome of appeal: Next step:	
Signature:	Date of signature:
Learner acknowledgement I have received the details of the investigation and outcome of the appeal. <input type="checkbox"/> I accept the recommended outcome of appeal <input type="checkbox"/> I wish to appeal to the CAA	
Signature:	Date of signature: