

Appeals

Policy and Procedure

09/2018



Education & Skills
Funding Agency



Full name of policy:	Appeals Policy and Procedure
Name and post of person responsible:	Tim Lacey, Academy Manager
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All policies can be found in the Policies Folder and the company Intranet

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1. Appeals by Learners

This procedure applies specifically to those further education learners who undertake an examination or assessment that is within the control of UKG Lifestyle.

As part of the assessment procedure, learners will be asked to sign that they accept and understand their assessment outcomes/grades.

2. Procedure

If a learner believes that they have a justified grievance related to an assessment process or decision, the appeals should follow the process set out below:

2.1 Stage 1 – Tutor/Assessor and Learner

The learner should discuss the matter with the tutor who undertook the assessment in the first instance within five working days of receiving their assessment decision.

The Tutor/Assessor must consider the reasons and look again at the assessment. He or she must then give the learner a response which must be either:

- confirmation in writing that the original assessment decision stands; or
- a new decision with an explanation of the reason for the change.

The response must be filed either in the Lead Internal Verifier Programme Quality file or electronically (as appropriate).

If the learner accepts the tutor's response, then the appeal stops at this point.

If the learner is still unhappy with the decision, he/she must tell the tutor within five working days of receipt. The appeal will move to Stage 2.

2.2 Stage 2 – Lead Internal Verifier

Following notification that the learner is still unhappy with the assessment decision, the tutor must give the Lead Internal Verifier the following information within two working days of the appeal reaching Stage 2:

- the original assessment record and learner's evidence, where appropriate; and
- the written explanation and confirmation of the assessment decision.

The Lead Internal Verifier will reconsider the assessment decision, taking the following into account:

- the learner's reason for appeal;
- the learner's evidence and associated records;
- the assessor's reason for the decision; and
- the opinion of another assessor from the centre.

The Lead Internal Verifier must then give the reconsidered decision, in writing, within five working days of receiving the appeal, to both learner and Tutor.

The learner must tell the Lead Internal Verifier and confirm in writing if they are still unhappy with the reconsidered assessment decision within five working days of receipt of the decision. If so, the appeal moves to Stage 3.

2.3 Stage 3 – Appeals Panel

If the learner is dissatisfied with the decision after Stage 2, they have the right to go to an Appeals Panel. The staff member who conducted the Stage 2 process must send the following details to the Quality Nominee:

- the written explanation and confirmation of the assessment decision;
- the assessment record sheets; and
- any written comments.

Within ten working days of receiving the appeal, the Quality Nominee will convene an Appeals Panel to hear the appeal. The Appeals Panel will consist of the Quality Nominee, a subject expert chosen by the Chair (internal or external to the business) and the Registered Manager of the member of staff.

The learner may speak to the Appeals Panel and may be accompanied by an adviser*, and/or make a written submission. The tutor who made the original decision will be asked to attend the Appeals Panel to answer questions.

The Appeals Panel will then discuss the matter in private and reach a majority decision. All parties will then be informed of the decision.

The decision of the Appeals Panel is final, although learners may appeal to the Awarding Body once the internal appeals decision has been completed.