

APPEAL PROCEDURE

Quality Vocational Skills Empowermentg Appeals Policy

1.0 Role of the Centre

As a provider of learning for Learners, our approved centres are duty bound to provide a means by which Learners are able to appeal against assessment decisions. The aim of this document is therefore to detail the mechanism by which appeals against assessments can be made.

2.0 Right to Appeal

The Appeals Process is available to all the centre Learners. A learner has the right to appeal in the following circumstances:

- Any feedback given on any piece of work that contributes to the final outcome
- Any feedback or decision made which may affect a learner's transfer / progression opportunities or claim of exemption between courses or years of courses
- A final end of course outcome

3.0 Grounds for Appeal

As part of the quality monitoring of the centre courses, Learners can appeal against any aspect of an assessment decision outlined in 2.0 above. However, it is expected that learner's would normally appeal against the following:

- That parts of the documented procedures have not been applied and in doing so has disadvantaged the learner to a degree which has materially affected the decision / recommendation made, rendering it unsound.
- The lack of opportunity to show examples of competency against the assessment criteria /and or national occupational standards.
- That the quality Assurer took a **decision which no reasonable person / occupationally competent person would find comprehensible..** Disagreement with the decision does not make it manifestly unreasonable. To apply this ground, Learners must provide substantive evidence and argumentation as to why no reasonable person or occupationally competent person could have arrived at the decision that was made.
- The prejudice or bias of an assessor, which can be proven.

4.0 Invalid Grounds for Appeal

The following circumstances will not be considered grounds for appeal:

- Perceived past shortcomings in tuition, observation or support not previously raised with the centre cannot be considered as grounds for appeal. Concerns relating to the quality of teaching or assessment, or other circumstances that relate to the delivery of a programme of study before the point of assessment should be raised under the Learners Complaints Policy as they arise.
- An Appeal may not be made to question the academic judgment of the Assessment Board. The slernar's feeling that the result unfairly reflects the merit of their work or their ability is not a ground of appeal.

APPEAL PROCEDURE

- An Appeal may not be made against the actual mark awarded for a piece of assessed work, which is a matter of professional / academic judgement, except where the case rests on a claim of procedural irregularity.
- Errors in marking or recording competence on the basis of which the original decision was made cannot be submitted as grounds for appeal, unless these errors have been identified by the learner and brought to the attention of the centre.

5.0 Submission of Appeals

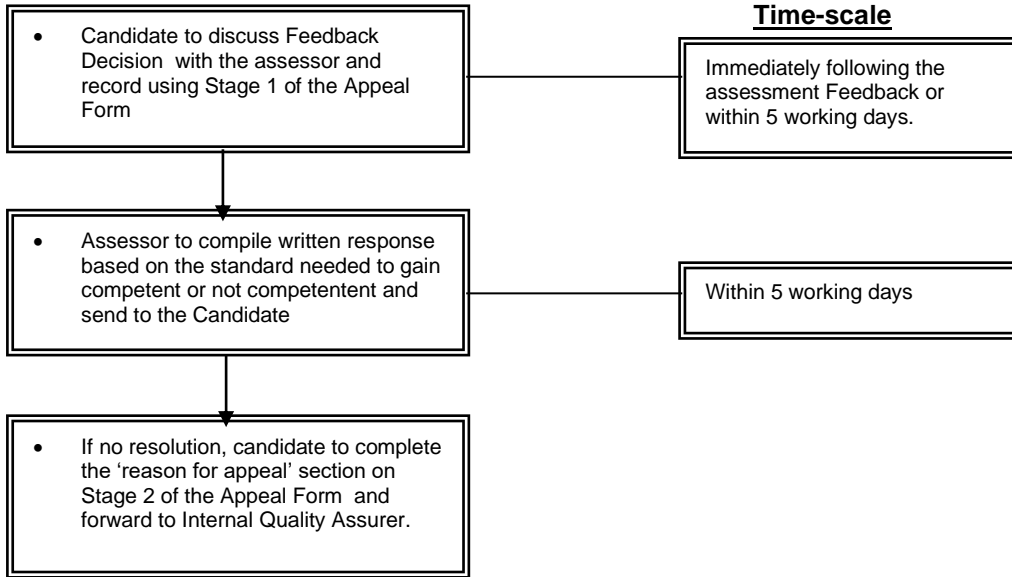
- Appeals will only be accepted if submitted within one calendar month of the learner receiving notification of the decision they wish to appeal against
- Only written cases, made using the Appeal form and presented clearly and comprehensibly, in accordance with the requirements set out in the Appeals Procedure, will be accepted.
- There may be times when a learner submits an appeal, the subject of which is actually a complaint, or vice versa. In these cases, the centre may decide to reclassify the appeal or complaint, at whatever stage of the procedure that has been reached, and the centre will inform the learner of this.

6.0 Appeals Procedure

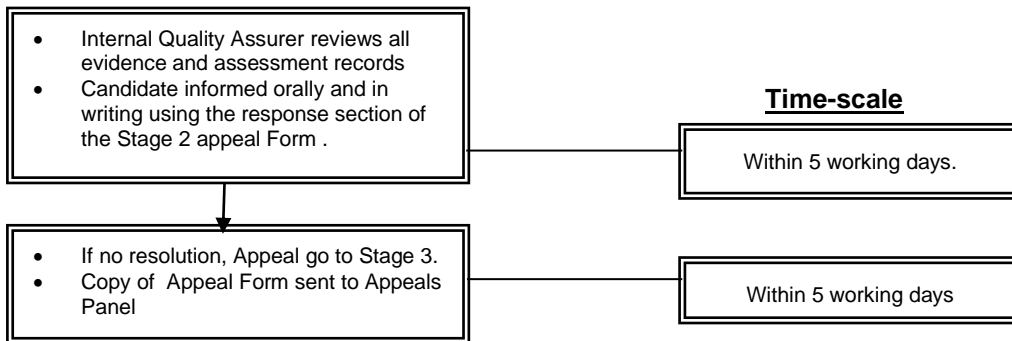
- The procedure for Appeals is shown on the chart below
- The Appeals procedure is split into 3 stages, which represent the process of acceleration, the internal and external personnel and the time scales involved.
- The mechanism for recording the process is by using the relevant Appeal form

APPEAL PROCEDURE

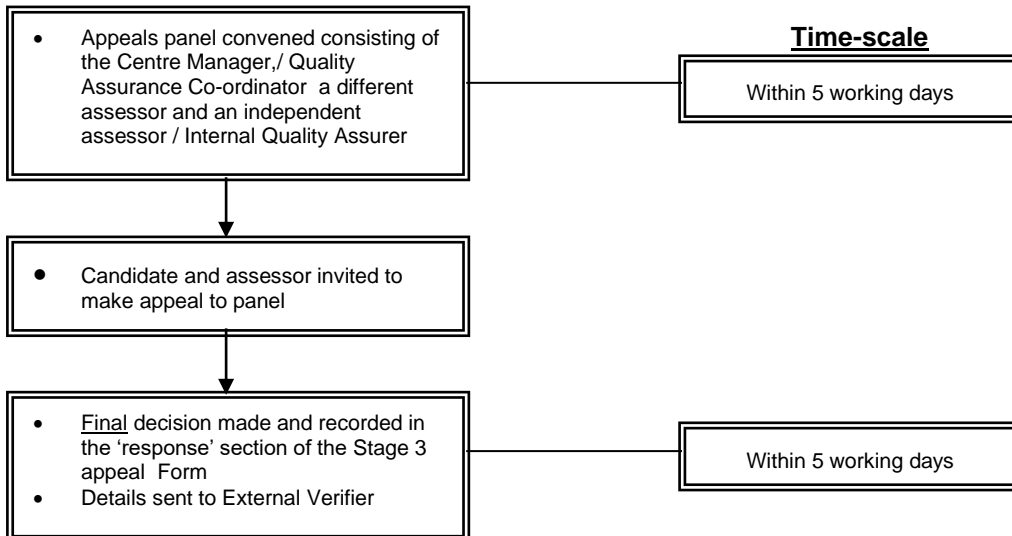
Stage 1



Stage 2



Stage 3



APPEAL PROCEDURE

APPEAL AGAINST QA DECISION – STAGE 1

Centre Name

Centre Number

Candidate Name:

Course of Study:

Level:

Assessor:

Reason for Appeal:

Response:

Agreed:

Signed Assessor: _____

Signed Student: _____

Date: _____

Date: _____

APPEAL PROCEDURE

APPEAL AGAINST QA DECISION – STAGE 2

Centre Name

Centre Number

Candidate Name:

Course of Study:

Level:

Assessor:

Reason for Appeal:

Response:

Agreed:

Signed Internal Verifier: _____

Date: _____

Signed Student: _____

Date: _____

Signed Assessor: _____

Date: _____

APPEAL PROCEDURE

APPEAL AGAINST QA DECISION – STAGE 3

Centre Name

Centre Number

Candidate Name:

Course of Study:

Assessor:

Level:

Response:

Signed Chair of Appeals Panel:

Date: _____