

Appeals Procedure & Procedure

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Policy Statement

Introduction

If a Learner is unhappy with an assessment decision carried out by a Tutor/Assessor, they can appeal the decision.

The procedure outlined below must be followed in order by the Learner.

In the event a Learner tries to bypass a step, they must be referred back to the procedure.

Encompass Development Group will not entertain appeals until Learners follow this procedure in the correct order.

Recording Appeals

At all stages of an appeal, staff must record their notes and decisions in the Trainee Record within Empower.

Copies of this must also be kept in the hard-copy of the Learners file.

Quality Assurance

Consistent assessment decisions concern the IQA for each programme and the Quality Assurance Manager. All formal appeals must be reported to the appropriate IQA.

The IQA will then decide if the appeal is a matter for further investigation or discussion. Any matter with regards to appeals and a Tutor or Assessor should be discussed at standardisation meetings. If the issue cannot be resolved by the IQA then this should be referred to the QAM, and if this cannot be resolved it will be passed onto the relevant awarding organization to review.

Procedure

Step 1 - Learner discusses with their Tutor / Assessor

If a Learner disagrees with an assessment decision they must first appeal directly to the person who made that assessment decision, or if this isn't possible, their current Tutor / Assessor.

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All reasonable steps should be taken to resolve the situation through discussion with the Learner.

The Tutor/ Assessor should answer any questions and give further advice on any additional evidence which needs to be provided.

Tutors / Assessor's must notify the Learner of their decision within 10 working days of the appeal being raised.

Step 2 - the Internal Quality Assurer

If a Learner is still dissatisfied with the decision and it has not been possible to resolve between the Learner and Tutor/Assessor, the appeal can be referred to the Internal Quality Assurer for the programme.

This must be submitted in writing. Learners are provided with details of their IQA at the start of the programme, but can request contact details of their IQA at any time from Tutors, Assessors, and support staff.

The IQA must independently assess the assessment decision in question, considering the evidence contained within the Learners portfolio, and by questioning the Tutor / Assessor about the Learners performance.

The IQA must report their decision to the Learner in writing within 10 working days of the appeal being raised.

Step 3 – the Appeals Committee

If a Learner is still dissatisfied and the Tutor / Assessor and IQA have been unable to resolve the matter, it can be referred to the Quality Assurance Manager who will review the evidence presented and decisions will be made objectively and upheld as well as the query raised by the learner. If the query cannot be resolved then the appeal must be then escalated to the Awarding Body in writing within 15 days or the original Appeal date.

Step 4 – the Awarding Body

It is the duty of the Quality Assurance Manager to escalate on the learner's behalf, to the Awarding Body and who will facilitate and update progress with the learner.