

Appeals Policy & Procedure

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Policy Statement

Within Woodspeen/Jarvis Training Management, we want to ensure all learners enjoy their training programmes in a happy and pleasant environment, and as a result achieve their objectives.

However, there may be occasions when learners do not agree with a decision that has been made regarding their progress or assessment of relevant regulated qualifications.

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that the company has not applied procedures consistently or that procedures were not followed properly, consistently, and fairly
- If the learner is not satisfied with the conduct of the progress/assessment decision and believed it disadvantaged them; and
- If the learner feels that the premises/environment for assessment has disadvantaged them

Every learner, whilst undertaking a programme with our company, has a right to a fair progress/assessment process. If at any time the learner does not agree with the progress/assessment decision made by the Skills Tutor and feel that they are being treated unfairly toward their regulated qualification (Diploma, Certificate, BTEC, etc.), then there is a right to appeal.

The company will then follow the appeals procedure in line with the appropriate awarding organisation's requirements.

If the learner is undertaking an apprenticeship Standard, then the Appeals process is only applicable once they have progressed through Gateway and entered their end point assessment period; this would then be lodged with the relevant End Point Assessment Organisation. Any concern prior to this should be dealt with using the complaints process.

Organisation of Appeals

- All progress/assessment practice and procedures should conform to the standards set out by the relevant Awarding Organisation.
- All permanent and peripatetic staff involved in the management, assessment and quality assurance/verification of accredited qualifications will be fully informed of the contents of this policy.
- All learners will be made aware of their right to appeal against a progress/assessment decision if they think a decision is unfair.
- Progress/assessment appeals should be made using the relevant procedure outlined at Appendix 1.

Responsibility and Accountability

- Implementation and monitoring of this policy and related process will be undertaken by the Quality Manager and Directors of the Company.
- Curriculum Leads and Quality Assurers will support Skills Tutors and peripatetic staff to resolve progress/assessment appeals prior to the formal process being implemented.

- Learners will be made aware of the policy and process initially at induction and as relevant throughout their programme.
- The formal process is implemented once a learner has formally submitted their Appeal in writing.

The Appeals Procedure

The appeals procedure is intended to help if it is felt that a progress/assessment decision (including exam results) is unfair. The following steps should be followed:

Stage 1:

- The first approach should be to contact the Skills Tutor who will look into your allegation and endeavour to resolve it within 5 working days.
- If the learner is unable to resolve the issues with the Skills Tutor, then they should move to Stage 2

Stage 2:

- If the learner still disagrees with the progress/assessment decision and the appeal is unresolved, then the learner can appeal formally to the Quality Assurer who will review the submitted work and the progress /assessment decision made.
- The Quality Assurer will then judge whether the progress/assessment decision was fair and respond within 10 working days.
- If the learner is still not satisfied with the Quality Assurer's judgement, then they should move to Stage 3 below.

Stage 3:

- If the learner is still not happy then they should contact in writing quality@woodspeentraining.co.uk with a full version of events and this will be further investigated.
- The learner details may then be passed to the relevant sector specialist who will undertake a further review and endeavour to respond within 10 working days.
- If the learner is still not satisfied with the outcome, then they should move to Stage 4.

Stage 4:

- The learner may appeal in writing to the relevant awarding organisation (AO).
- The matter will now be referred to the relevant AO. A charge may be applied, according to the relevant AO appeals procedure, and the response time varies between the different awarding organisations.
- Links to the different awarding organisations appeals information is below, but the Company will be able to provide further information if required.
 - For City and Guilds <https://www.cityandguilds.com/help/help-for-learners>
 - For Skills First <https://www.skillsfirst.co.uk/downloads/managed/1580/Appeals%20policy%20v7%2003082021.pdf>
 - Pearson: <https://qualifications.pearson.com/content/dam/pdf/campaigns/covid-19/a2254b-pearson-appeals-processs-infographic.pdf>
 - Highfield: file:///C:/Users/Gina.Gatty/Downloads/highfield_appeals_procedure.pdf
 - Training Qualifications UK: <https://www.tquk.org/wp-content/uploads/sites/2/2019/08/Appeals-Policy-1.pdf>

- BCS: <https://www.bcs.org/media/3274/learner-appeals-policy.pdf>

If, after the investigation by the awarding organisation, the learner is still not satisfied with the outcome, the issue may be passed to OFQUAL for a final decision:

Ofqual: <https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

The learner can submit the appeal in any format (verbal or written) however please ensure that the following information is provided:

- Full name, course/learning programme, Skills Tutor name
- date when the progress /assessment decision took place, details of the progress /assessment decision
- a detailed account of reason for dissatisfaction.

Review Process

This policy will be reviewed at least annually, and updates included as required to ensure effective delivery integrity is maintained across all our training programmes.

Appendix 1 – Appeals Procedure Flowchart

