

Policy Title	Appeals Policy
Issue date (m/y)	03/2016
Author	Donna Welburn, Operations Manager
Approved by	Laura Cook, Director
Review date (m/y)	07/2018
Last Reviewed (m/y)	08/2017

Policy Statement

Assessment decisions affect people's lives and career options. The potential for mistakes by assessors will always exist. Therefore, if a learner feels strongly that they are the recipient of an error in an assessment decision they must have a right to appeal. Such appeals need to be dealt with fairly and effectively, and in-house whenever possible, without recourse to the awarding body.

Principles

It is the intention of The Learning Support Centre that the assessment process will be transparent, fair and just for all learners. All learners have the right to appeal against any assessment decision. Any learner may appeal against an assessment decision if they feel:

- They have been treated unfairly
- The assessment decision to be wrong or invalid
- The assessment process to be unfair or wrongly carried out
- The assessment or teaching methods to be inappropriate
- The assessment process to be unreliable or inconsistent
- That the course work and content does not meet the course outline.

Appeals Process

The stages of the process follow:

Stage 1: In the first instance you should discuss your concerns with your tutor. Your tutor will reply to your concerns within five working days. The decision will be given both verbally and in writing.

Stage 2: If unable to resolve your appeal or complaint informally you can appeal in writing to the Training Coordinator at The Learning Support Centre. Your appeal will be investigated, assessed and a decision will be given to you in writing within 14 days.

Stage 3: If you are still not satisfied with the result of your appeal you can request for your appeal to be forwarded to an Appeals Committee. The Committee will consist of the organisation's Managing Director, the Operations Director and the lead internal verifier. The Committee will respond to your appeal in writing within 4 weeks.

Stage 4: Finally, learners can appeal to the awarding body against an internal assessment decision once the centre's appeal process has been exhausted.

This policy will be discussed during induction and is available on the e portal. Written records will be kept of all appeals. At any stage in the process, a learner can seek the support of an advocate or friend to assist with an appeal.

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Related Documents

Assessment Policy

Compliments and Complaints Policy and Procedure