

APPEALS POLICY

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Date Approved:	January 2020
Approved by:	Board of Directors
Implementation Date:	February 2020
Date for Review:	January 2021

1. Introduction

This policy is aimed at learners who are enrolled on or have taken an approved qualification, certification or unit. It sets out the process learners should follow when submitting appeals and the process we will follow when responding to enquiries and appeals. It is also for use by Elite Pathways staff to ensure they deal with all appeals in a consistent manner.

2. Scope

This policy applies to all learners studying with Elite Pathways.

The purpose of this policy is to make explicit the process for learners of Elite Pathways to appeals against a formal academic decision.

Breaches of this policy will be managed through the Elite Pathways Disciplinary policy and procedure.

This policy underpins Elite Pathways core values and will be used objectively and free from discrimination in accordance with the Elite Pathways Equality and Diversity policy.

3. Our Responsibility

We recognise that some learners may feel that they have been unnecessarily disadvantaged during the assessment and/or delivery of their training course or qualification, and as such may wish to challenge the outcome of their assessment.

We are committed to providing all learners with a fair and objective forum in which assessment decisions can be challenged.

Any learner has the right to appeal against their assessment outcome, irrespective of the type of assessment, and/or the course or qualification they are working towards.

We are dedicated to ensuring that all learners are given an equal and fair opportunity to demonstrate their knowledge and competence at the level being assessed.

Learners can only launch an appeal once they have been issued with their assessment outcome and/or feedback.

The appeals procedure should not be considered as a fast track alternative to re-assessment. All candidates launching an appeal must be able to prove that they have been disadvantaged in the assessment process, and/or their evidence has not been judged accurately or fairly.

4. Formal Appeal Process

Stage 1 – Internal Investigation

If a learner disagrees with an assessment decision made by a tutor/assessor, then they will be able to appeal (in writing) against it to Stuart Simpson, Director of Quality, on stuart.simpson@elitepathways.co.uk

When submitting a request, the individual must ensure the following information (depending on the nature of the enquiry) is provided:

- Learner Name
- Delivery Venue/Employer
- Tutor/Assessor Name
- Title of qualification or unit(s) and date of assessment with detail of the appeal
- Date evidence if known when work would have been submitted for internal and/or external verification

Upon reviewing the evidence available a decision will be made within 10 working days and provided to the learner in writing.

Stage 2 - Independent review appeals process

If the learner decides they disagree with the outcome in Stage 1, then they can request an independent appeals process and a review will then be carried out.

The independent reviewer needs to ensure the following criteria:

- They will not be an employee of the awarding body in question, not be working as an assessor for the awarding body or be otherwise connected to the awarding body
- They must have the relevant competence to decide in relation to the appeal and will not have a personal interest in the decision being appealed
- The independent review process may involve:
 - A discussion with the learner making the appeal
 - A discussion with the tutor/assessor who made the decision
 - A discussion with the Head of Quality who made the decision in Stage 1
 - A request for further information from any relevant person

The Independent reviewer's decision is final in relation to how the awarding body will consider such appeals and the learner and centre will be informed of the outcome which will apply to the awarding time frame.

If the learner is still unhappy with the outcome at this stage, they are entitled to raise the matter with the relevant qualification regulator.

Stage 3

In the event the learner does not agree with the decision made by the independent reviewer, the learner may contact the awarding body of the qualification in question and lodge a complaint/appeal. Regulators, as a rule, will always want confirmation that all other internal and external procedures have formally been exhausted prior to their involvement, and will seek evidence to confirm this is the case.