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APPEALS AGAINST ASSESSMENT DECISIONS PROCEDURE

Aim:

- To offer all learners the opportunity to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the learner and assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a learner's right of appeal to the awarding body, where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

Operation:

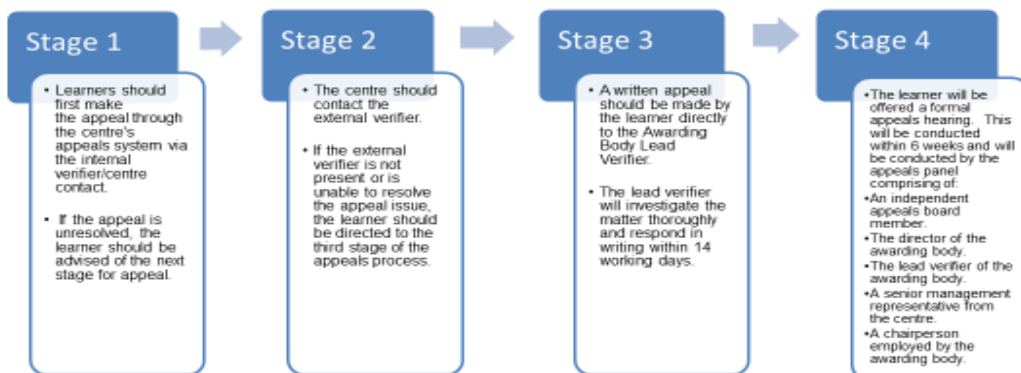
In order to do this Acacia Training Limited will:

- Inform the learner of the appeals procedure.
- Record, track and validate any appeal.
- Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage him/her after the internal appeals process has been exhausted.
- Keep appeals records for inspection by the awarding body for a minimum of 18 months.
- Take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.
- Monitor appeals to inform quality improvement.

All learners should be familiar with and will receive support if necessary with the appeals procedure and paperwork involved and with how to lodge an appeal when they first enrol with the centre. This is covered at induction.

Acacia 4 Stage appeals process

4 Stages of the Appeals Process





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Stage 1

If a learner wishes to appeal, the appeal is lodged with the Lead internal Quality assurer within seven (7) working days of the learner being notified of the assessment decision.

Lead internal Quality assurer will attempt to find a solution with the learner, Tutor Assessor and the Internal Verifier. If no resolution is sought at this point then the Lead internal Quality assurer will:

- Set a date for the appeal to be considered by an Appeals Panel. The learner has the right to be represented by an advocate at the appeal should they wish. If the learner attends the appeal themselves, then they have the right to have one person of their choice to attend with them if they so wish.
- Notify the External Verifier that an appeal has been lodged and give details of how it will be heard.

The Appeals Panel will meet to consider the appeal within fifteen (15) days of the Lead internal Quality assurer receiving the appeal.

The Appeals Panel should be small and constituted so as to be objective and independent.

Outcome:

The outcome of an appeal may be: -

- Confirmation of the original decision.
- Instructions that the competence be reassessed by the same, or a different Tutor Assessor.

If the learner is not happy with the outcome of the appeal at stage 1, stage 2 to 4 of the appeals process will apply but equally they will have the opportunity to seek support from the Awarding Body whom they are registered with.

How to contact the Lead internal Quality assurer:

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