

## Appeals policy

The aim of this policy is to ensure that enquiries and appeals by learners are dealt with in a timely and appropriate manner. Learners registered with the Centre have the right to challenge the outcomes of their assessment. Any appeal shall be taken seriously and learners who raise any such issues shall be dealt with fairly and reasonably. Learners should be aware that there are a number of grounds upon which they might appeal for example:

- The conduct of the assessment
- The adequacy of the range, nature and comprehensiveness of the evidence set against the national standards and evidence requirements

Learners and the Centre can make enquiries and appeals about the following to the awarding body

- Examination results
- Qualification (approval risk) status
- Moderation of internally-marked assessments.

For the above the Enquiries and Appeals for Qualifications Process for City & Guilds will be followed.

### **Internal Appeals Procedure**

- If a learner wishes to appeal, the appeal must be lodged with the Centre Director of Operations (DO), Kate Day, within 20 days of being notified of the assessment decision.
- The DO shall respond in writing within five working days [Mon-Fri], acknowledging the appeal.
- The DO shall take immediate steps to investigate the appeal. During an investigation a solution may be agreed with the learner. As part of the investigation the learner or relevant others may be interviewed and statements taken. Access will be required to all documentation and evidence. The DQC will lead the investigation and will involve other key staff as appropriate.
- Should this not prove satisfactory then the DO will set a date for the appeal to be considered by the appeals panel.
- The DO will notify the awarding body via the External Quality Assurer that an appeal has been lodged and gives detail of how it will be heard, including the composition of the appeals panel.
- The appeal panel will meet to consider the appeal within 5 working days of the investigation concluding. The learner is immediately notified of the outcome of the appeal by DO, and in writing by the Centre within 5 working days.
- If the learner is still not satisfied then they shall have recourse to the Complaints Procedure and, if still dissatisfied any appeal can be escalated to the awarding body and, in the case of assessment of a regulated qualification, can subsequently be escalated to the appropriate regulator or Ofqual.

- Information regarding appeals, the response times and outcomes, shall be collated and reviewed by the DO in order to improve our services.,