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Appeals Policy

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Appeals Policy

1: What is an appeal?

Every learner has the right to appeal any assessment or internal quality assurance decision that they feel is unjust:

WELL Associates assess and internally quality assure evidence according to Awarding Body guidance and need to substantiate evidence as being:

- Valid
- Reliable
- Authentic and suitable to the needs of the candidate
- Sufficient
- Current
- Safe & manageable

ALL learners are involved, at each and every stage of assessment, and the assessor and learner usually agree when a unit of study is complete.

However, there may be times when a learner feels they have provided sufficient evidence to substantiate a claim and feel their assessor/internal quality assurer has not assessed their evidence fairly.

It is at these times that you can appeal against **ANY** decision.

The WELL ASSOCIATES Appeals Procedure is as follows:

The candidate should first talk to their assessor to try and sort out the problem, but if no solution can be found;

The candidate should submit a written appeal to the Internal Quality Assurer within 10 days.

- The Internal Quality Assurer will carry out an investigation and inform the relevant parties of the outcome within 14 days. At this stage the appeal may be resolved. If not;
- The appeal needs to be escalated in writing to the Centre Co-ordinator at WELL Associates within 21 days, who will review the complaint and Internal Quality Assurer's report.
- They will reply to the complainant and either resolve the appeal or escalate it further to follow the Awarding Body appeals process if necessary.

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2: At what time frames can you appeal?

YOU can appeal at any stage in the programme of study against any assessment or quality assurance decision is unjust.

Usually, assessment takes place around the following stages (formative and summative):

- The end of induction to a programme
- The end of initial assessment
- The end of each or any training session
- At agreed milestones in the Individual Learning Plans

3: What happens during an appeal against an assessment decision?

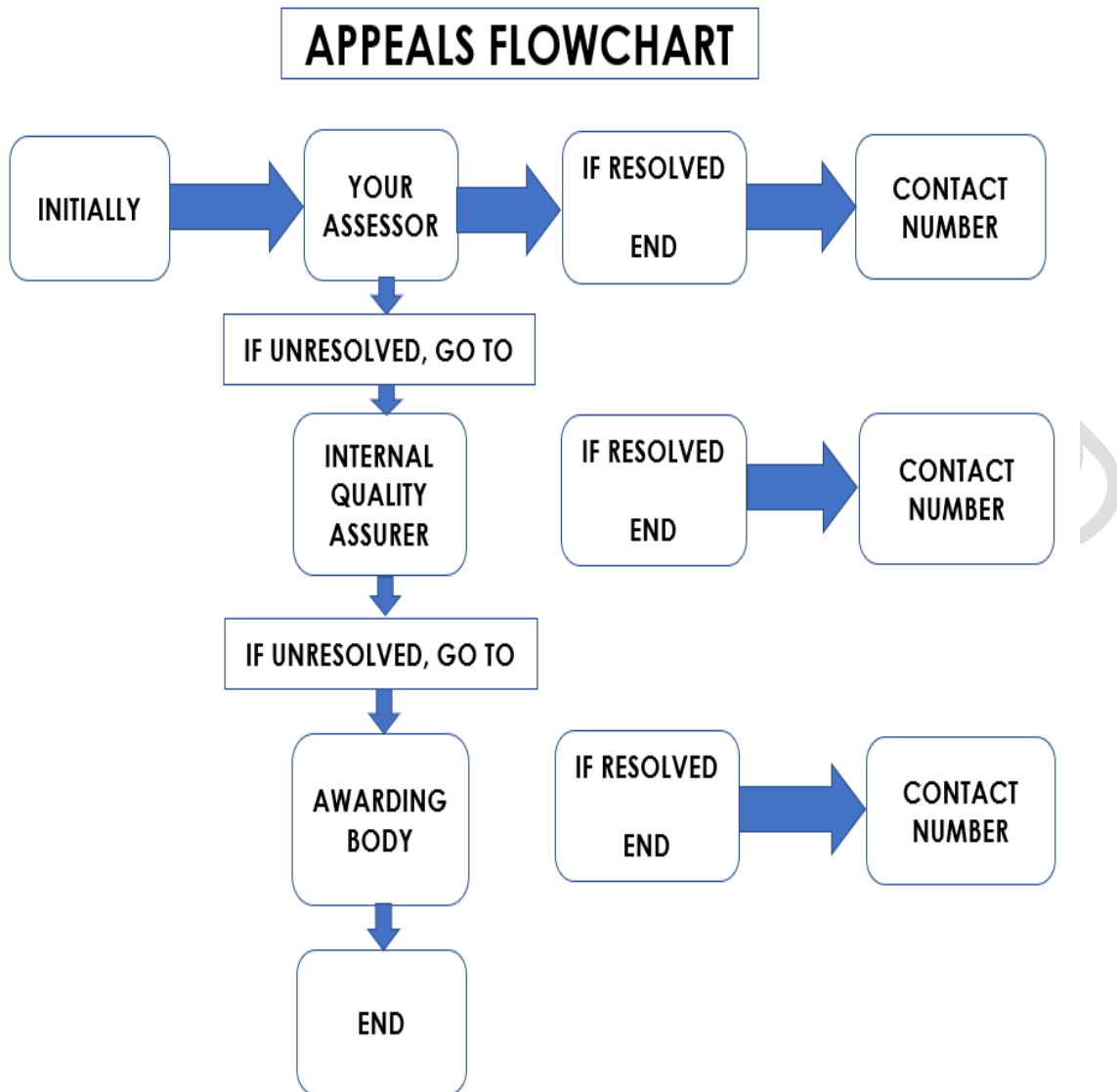
You must follow the appeals flowchart that you were given during your induction.

If the appeal is against an assessment decision you appeal to your allocated INTERNAL QUALITY ASSURER who will respond to your appeal within 14 working days.

If, after investigation by the centre, you feel your appeal is still valid, you can appeal directly to the Awarding Body.

A copy of the appeals flowchart follows (at learner inductions these flowcharts are populated with assessor & IQA names, and it will also contain the appropriate contact numbers).

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4: What happens during an appeal against an IQA decision?

Each and every approved centre must keep a register of appeals to be able to evidence to their Awarding Body how appeals are received, actioned and resolved.

If you are still unhappy with the findings you can appeal to your Awarding Body whose details will be on your appeals flowchart.

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5: What happens during an appeal against an EQA decision?

External quality assurers are usually the last resort in Appeals and an appeal to the EQA would follow the Awarding Bodies Appeals Processes.

These can be found for CMI at:

<https://www.managers.org.uk/education-and-learning/partners-and-centres/policies/>

These can be found for NCFE at:

<https://www.qualhub.co.uk/delivery-and-learner-support/forms/appeals/>

6: Further guidance in relation to appeals

- General regulations of qualifications:

<https://www.gov.uk/guidance/ofqual-handbook>

<https://www.gov.uk/government/publications/guidance-to-the-general-conditions-of-recognition>

- NCFE produce guidance for centres available at:

<https://www.qualhub.co.uk/delivery-and-learner-support/learning-technologies-and-resources/course-file-documents/>

- General Policies and Procedures for NCFE:

<https://www.qualhub.co.uk/policies-documents/>

- CMI Policy & Procedure:

<https://www.managers.org.uk/education-providers/policies-and-procedures>