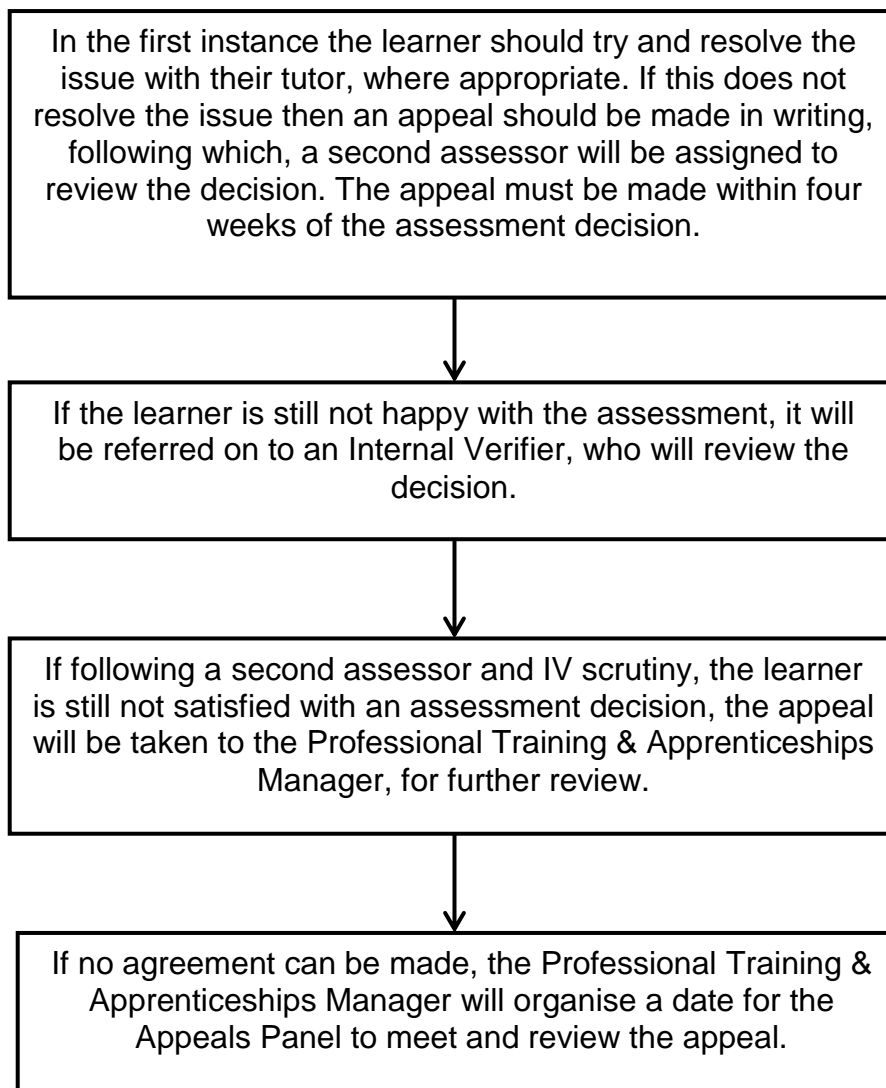


LEARNER APPEALS PROCESS

The appeals process should be used where a learner is unhappy with stage of the assessment process and they have been unable to resolve this directly with the tutor concerned. An appeal can be made against any decision made by the learner's tutor once the assessment of the unit has been completed.

The following are considered grounds for appeal:

- The learner disagrees with the assessment decision as set against the performance criteria of their qualification.
- The learner is dissatisfied with the way in which the assessment was carried out.
- The learner is dissatisfied with the amount of opportunities offered to demonstrate competence.
- The learner experiences bias/discrimination in the assessment process in terms of equal opportunities.



The Appeals Panel

The Appeals Panel should consist of 3 people from the Workforce Development Service, who have not been involved with the particular assessment.

The Panel will give everyone involved the opportunity to present their account of the matter under appeal. This can be done verbally or in writing. If so desired, those involved may give their account in the absence of others involved in the matter. The Panel will consider the matter and record their decisions. They will then notify the parties involved, of that decision within 10 working days.

Possible decisions can be:

- The evidence presented does demonstrate competence and the original decision should be reconsidered by the tutor.
- The original decision is upheld.

If the learner is still not satisfied with the outcome of the appeal, a further complaint can be made to the Awarding Body. Information on how to do this will be available from the Internal Verifier.

All appeals will be declared at External Verifier Inspections, along with all notes and decisions made through the Appeals Panel and discussions outside of the Panel.

Appeals Decision Record

Learner Name		REF	
Qualification		Cohort	
Assessors Name			

Part 1: Reason for appeal

Reason for Appeal

First Assessors decision			
Assessors Signature		Date	

Part 2: Re-assessment by secondary assessor

Second Assessors decision			
Assessors Name		Date	
Assessors Signature			

Learner Comments				
Does learner accept Second Assessor decision? (please tick)			Yes	No
Learner Signature		Date		

*If the learner does not agree with the decision continue to Part 3 of the Appeals Record
If the learner does agree go to Part 7 of the Appeal Record*

Part 3: Re-assessment by Internal Quality Assurer (IQA)

Internal Verifiers decision			
Internal Verifiers Name		Date	
Internal Verifiers Signature		Date	

Learner Comments				
Does learner accept Internal Verifiers decision? (please tick)	Yes		No	
Learner Signature		Date		

*If the learner does not agree with the decision continue to Part 4 of the Appeals Record
If the learner does agree go to Part 7 of the Appeal Record*

Part 4: Re-assessment by the Manager

Professional Training and Apprenticeships Manager decision			
Managers Name		Date	
Managers Signature			

Learner Comments			
Does learner accept The Managers decision? (please tick)	Yes		No
Learner Signature		Date	

If the learner does not agree with the decision continue to Part 5 of the Appeals Record If the learner does agree go to Part 7 of the Appeal Record

Part 5: Panel Decision

Panel decision			
Name		Date	
Designation		Signature	
Name		Date	
Designation		Signature	
Name		Date	
Designation		Signature	

Learner Comments			
Does learner accept Internal Verifiers decision? (please tick)	Yes		No
Learner Signature		Date	

*If the learner does not agree with the Panel’s decision continue to Part 6
If the learner agrees with the Panel’s decision please go to Part 7*

Part 6: External Referral

The learner does not accept the decisions made throughout this Appeals Record and has requested a referral to the awarding body. The referral made by the Internal Quality Assurer (IQA)			
IQA Name		IQA signature	
Date of Referral		Referral made to:	
		Organisation	

Part 7: Completion of Appeal

I confirm that I accept the decision made in part _____ of the Appeals Decision Record, and this Appeal is now closed.			
Learner Name		ULN	
Learner Signature		Date	

I confirm that the learner is now satisfied for the decision, and this appeal is now closed			
Assessor/IQA/ Manager Name		ULN	
Signature		Date	

