

## Appeals Process

<b>Key Steps</b>	<ul style="list-style-type: none"><li>• Information on the right to appeal is communicated to learners at the beginning of their programme.</li><li>• A learner appeal will be assigned to an independent reviewer (the original tutor/assessor will have no part in the review)</li></ul> <p><b>The appeals process enables learners to:</b></p> <ul style="list-style-type: none"><li>a) Appeal the assessment process</li><li>b) Appeal the assessment result</li></ul> <p><b>Assessment Process</b></p> <p>Where a learner wishes to appeal the assessment process in relation to perceived irregularity and/or inequality, the following procedure will apply:</p> <ol style="list-style-type: none"><li>1. A learner will have two weeks in which to submit a formal appeal using the learner appeal form, which must be sent to the programme administrator.</li><li>2. The internal verifier for the programme will review the assessment process for the specific learner concerned, within two weeks of notification.</li><li>3. The learner will be notified of the results of the review and informed of their right to appeal the process to the awarding body under their guidelines.</li></ol> <p><b>Assessment Results</b></p> <p>All learners presenting for accreditation will be offered a formal opportunity to appeal assessment results. This appeals process will only be offered for final results that have been approved through the authentication and results approval panel.</p> <ol style="list-style-type: none"><li>1. Upon completion of assessment, an authentication process will take place at specified times of the year. The process will include internal verification and external authentication.</li><li>2. Following authentication all results will be approved by the results approval panel.</li><li>3. The final approved results will be sent to each learner along with details of the learners' appeals process. (outlined in learner handbook)</li><li>4. Learners will have two weeks in which to submit a formal appeal using the learners appeal form, (which they can request from the programme administrator). Learners will be informed of:<ul style="list-style-type: none"><li>a. The person to whom the appeals form should be sent.</li></ul></li></ol>
------------------	--

	<p style="text-align: center;">b. The time period in which the appeal will be processed.</p> <ol style="list-style-type: none"> <li>5. Once all appealed results have been received the programme administrator will implement the appeals process within the deadline given to the learner(s).</li> <li>6. The programme administrator will organise for an assessor other than the person who carried out the original assessment to review the learners' evidence. (No new evidence may be assessed).</li> <li>7. Learners will be informed of the decision within the agreed timeframe.</li> <li>8. Upon completion of the appeals process the final results will be forwarded to the awarding body and a request for certificates made.</li> </ol>
<b>Records</b>	Records of Correspondence, Learner Appeals Form, Record of Meetings.