

APPEALS POLICY and PROCEDURE

Last updated: **05/03/2022**

The Teacher Trainer Ltd. would hereafter be referred to as TTT in this document.

Scope of the Policy

This policy is provided for TTT customers, including learners and staff members who are using or delivering the courses and qualifications that TTT offer.

There is a separate Complaint Handling Policy for learners during the study period and so alleged inadequacy of supervisory or other arrangements during the period of study does not constitute grounds for requesting a review of the assessor's decision or an examination decision by the Awarding Organisation. An appeal must allege an error on our part and will only be considered if it is based on us having made an incorrect assessment of your factual circumstances.

Location of the policy

This policy is available for all staff members, third parties and learners to access. The most up to date version of the policy is available on our website www.theteachertrainer.co.uk.

Communication of the policy

It is important that TTT staff (involved in the management, delivery, assessment and quality assurance of nationally recognised qualifications) and learners undertaking our qualifications, are fully aware of the contents of the policy. It is a requirement that staff at TTT access, read and understand the policy during their induction.

Review of the policy

TTT will review the policy annually as part of our self-evaluation process and revise it as and when necessary. The review process includes analysis of monitoring data, consultation with and feedback from customers, learners, clients, staff and other stakeholders, changes in practices, actions required by Awarding Organisations or changes in legislation to determine the impact of the policy and any action required. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

Policy Statement

All learners have the right to challenge the outcomes of their assessment decisions if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues. These issues may include the following:

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The opportunities offered in order to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- Access to Internal Verification/Internal Quality Assurance
- The handling of an appeal
- Administrative issues e.g., failure to register/apply for certification

Statement of principles

This policy is in place to enable TTT learners to enquire, question or appeal against an assessment decision. TTT will aim to reach an agreement with a learner at the earliest opportunity, regarding any appeals that are made.

TTT will ensure that:

- Internal assessments are conducted by members of TTT staff who have appropriate knowledge, understanding and skills in this area.
- Assessment evidence provided by learners is authenticated according to the requirements of Awarding Organisations for the subject concerned.
- The consistency of internal assessment will be maintained by internal verification and standardisation.

If an appeal from a learner is upheld by the centre staff member, any lessons learnt from the investigation will be reviewed by TTT. Any staff member involved in the appeal will be offered suitable training, if appropriate. The outcome and action plan from all appeal will be dealt with on an individual basis. If an appeal is not upheld, the learner making the appeal will be given a written explanation detailing the reasons for the appeal not to be upheld. It is important to note that a learner does not appeal just because they feel that they deserve a better result. No appeal will be allowed in such cases.

Stage 1

- If a learner wishes to appeal, the appeal must be lodged (via email) with the assessor (who made the original assessment decision) within 5 working days of being notified of the assessment decision.
- The learner must explain why they disagree with the assessor's judgement of their work.
- The assessor must acknowledge the appeal within 3 working days (except weekends) of receiving it.
- They should attempt to find a solution and explain their rationale for the decision that is being disputed.
- The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the IQA.

Stage 2

- If learners remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then they are required to appeal (via email) to the IQA within 5 working days of the Stage 1 process being completed.
- Learners are required to provide the IQA with as much information as possible (e.g., learner name, contact number, date of assessment, learner evidence, name of assessor, date appeal submitted, record of feedback from the assessor involved) regarding the disputed assessment decision. Learners should also keep a copy of this evidence for themselves.
- The IQA will acknowledge the receipt of the appeal within 10 working days (2 weeks) and outline the course of action to be taken.
- The IQA will conduct an appropriate review of the evidence and may reassess the learner's work against the assessment criteria for the qualification, where required.
- Alternatively, the IQA may involve another appropriately qualified assessor in the review.
- The IQA will write to the learner within 15 working days (3 weeks) with the findings and a decision as to whether the appeal was justified.

- This period may be extended, depending on the nature of the appeal. Should this be the case, the situation will be explained to the appellant.
- Investigations may include undertaking interviews with any relevant parties.
- If the IQA feels the appeal is to be upheld, the learner will be notified of this in writing.

One of the following decisions will be communicated to the learner by the IQA in writing within 15 working days (3 weeks) of the decision having been made. This will be to either:

- uphold the original assessment decision
- offer the learner an opportunity for a resit/reassessment free of charge
- overturn the original decision - the relevant procedure will be followed to ensure the learner's assessment decision is changed to show the correct mark and/or decision in this case. The decision will also be communicated to the original assessor.

Stage 3

If learners have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the relevant Awarding Organisation in order to escalate the appeal. This must be done within 20 working days (4 weeks) of the decision being communicated to them by the centre. TTT will be happy to provide the learner the details to contact the relevant Awarding Organisation. All evidence of appeal, decisions and disputes will be provided to the Awarding Organisation at this stage. The Awarding Organisation will investigate any appeals made in line with their Appeals Policy.