

Appeals Policy

1. Duty of the Centre

It is our responsibility as a National Training Provider to ensure that all learners are aware of the appeals process and all learners will have access to a responsive appeals process.

The Internal Quality Assurer is responsible for managing the Appeals Policy for Skills College UK and the Centre will inform all learners of whom this is during the induction.

Assessment of evidence against the specified Assessment Criteria is a process whereby assessors give constructive feedback at the time of the assessments through assessment feedback. If the learner disagrees with an assessment, or proposed assessment plan, the learner will be expected to explain the basis of the disagreement to the assessor at the time of the feedback session. The assessor must be able to highlight clearly to the learner why the criterion has not been met, or the reasons for the proposed assessment plan. This type of 'negotiation' does not constitute a formal appeal. If, after such a feedback session, the disagreement has not been resolved, the learner should follow the Appeals Procedure set out below. The consideration of appeals that are made will help the internal quality process and the Centre's Internal Quality Assurer to monitor the assessment process and improve it, where appropriate. Records of all formal appeals will be recorded in the Appeals Log which will be available to any representative of all Skills College UK's Awarding Organisations and/or a representative of the Regulatory Body.

2. Formal Appeals Procedure

If, after the informal discussion with the assessor, the learner wishes to make a formal appeal, the learner must request this in writing to the Internal Quality Assurer. This must be done within 10 working days of receiving the original assessment feedback. Once the appeal has been received by the Internal Quality Assurer they will record this in the Appeals Log.

Learners can appeal against the following;

- The assessment plan – the learner can appeal if they do not agree with the suggested methods, location, time and criteria
- The assessment – the learner has the right to appeal if they feel that the assessment differed from what was agreed on the assessment plan or they feel that they did not receive a fair assessment.
- The assessment decision – the learner can appeal if they feel the assessor's judgment was unfair.

The Internal Quality Assurer on receipt of the formal appeal from the learner will:

- Investigate the learners appeal in full and try to seek a solution negotiated between the relevant assessor and learner.

The outcome of the appeal may be as follows;

- Confirmation of the original decision
- A re-assessment by an independent assessor
- A judgment that adequate evidence meeting the assessment criteria has been shown;
- An opportunity to re-submit for assessment within a revised agreed timescale.

The written decision of the Internal Quality Assurer will be issued to the learner within ten working days of confirming receipt of the appeal. This decision will be recorded in the Appeals Log.

The Appeals Log will be available to any representative of all Skills College UK's Awarding Organisations and/or a representative of the Regulatory Body.

If the learner is still not satisfied with the decision at this stage and this procedure has been exhausted, then the learner can contact the relevant Awarding Organisation.

Awarding Organisation's should only be contacted when this procedure is fully exhausted.

Contact Us

For further information on the contents of this policy, please contact us at info@scuk-ltd.co.uk