



Appeals Policy

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Purpose of this policy

Network Training Ltd is committed to ensuring that it employs training delivery and assessment employees with suitable qualifications and expertise to carry out assessments of learners' work in line with relevant awarding body specifications. Internal quality assurance procedures will support and ensure the consistency of assessment practice. All learners have the right to challenge the outcomes of assessments if they consider that they have not been carried out fairly or properly.

Scope

The Head of Quality will support in shaping the policy and procedures and the Lead IQA will escalate any appeals to the awarding bodies. IQAs will deal with appeals in the first instance.

Definition

A challenge to or request for reconsideration of a decision by the training provider who has made decisions on learner progress, assessment and awards This may include a request to change marks or progress decisions, or final award classifications.

Procedures

All concerns relating to assessment should initially be directed to the Assessor or Trainer. If a positive outcome or agreed solution cannot be achieved to the satisfaction of the learner, the Assessor or Trainer should refer any appeal to the Internal Quality Assurer as soon as is reasonably practicable (no later than 2 working days after an appeal request is submitted).

In the event of the appeal not being resolved by the Internal Quality Assurer to the satisfaction of the learner, a formal appeal must be made in writing by the learner to the Lead Internal Quality Assurer and the Performance Manager, outlining the reasons in sufficient detail. An investigation will then be conducted into the assessment process in question to determine whether it was carried out in accordance with awarding body guidelines and subject specification and assessment criteria. The investigation may require that contact be made with the relevant awarding body for guidance and clarification and a review of internal assessment processes be undertaken to maintain the integrity.

The learner will be informed in writing as to the outcome of the appeal investigation. and resulting action as soon as is reasonably practicable (within 2 weeks of the receipt of the appeal request). The centre will keep a written record of each stage of the investigation process and make it available to the awarding body upon request.

If unsatisfied with the outcome of the appeal, learners have the right to have it referred to the relevant awarding body on their behalf. The centre will advise the learner accordingly and follow the appropriate awarding body's appeals process.

Review

The policy will be reviewed annually and revised as and when necessary, in response to changes in operational processes, feedback from external agencies or patterns or trends identified from any instances of appeals and outcomes to ensure arrangements remain robust and effective.