

Appeals Procedure

PURPOSE

The purpose of this document is to set out the three-stage appeals procedure if a learner thinks an assessment is unfair.

SCOPE

This process affects all members of both the management team and delivery team.

POLICY OBJECTIVES

Workforce Skills Support has a clear appeals procedure which includes a formal system of recording appeals; prompt responses within clearly stated times; stages that give all parties the opportunities to put their case; clear outcomes at each stage and constructive feedback given to the learner.

The appeals procedure has three stages as follows:

Stage 1 – Assessor/Tutor

If a learner disagrees with the assessment, they must first discuss their reasons with the assessor/tutor concerned as soon as possible. Normally this will be immediately after the learner receives the assessment decision. If this is not convenient, they should arrange an appointment with the assessor/tutor.

The assessor/tutor must consider the learners reasons and look again at what they did for their assessment. He or she must then give an immediate response (within 24 hours), which must be:

- A clear explanation, backed up with the writing of the assessment decision and:
- A new decision or confirmation of the original decision.

If the learner agrees with the assessor/tutors response, then the appeal stops at this point.

The learner must tell the assessor/tutor if they are still unhappy with the decision. The appeal will then go to stage 2.

Stage 2 – Internal Quality Assurer

If the learner is still dissatisfied after stage 1, the Assessor/Tutor must give the IQA manager the following information within 24 hours of the appeal reaching stage 2:

- The original assessment record and learner's evidence where appropriate.
- The written explanation and confirmation of the assessment decision.

The IQA will reconsider the assessment decision, taking into account the following:

- The learner's reason for appeal.
- The learner's evidence and associated records.
- The assessor/tutor for the decision.
- The opinion of another assessor/tutor from the centre.
- The IQA must then give the learner the reconsidered decision, in writing.

Stage 3 – Appeals Panel

If the learner is still dissatisfied with the decision after stage 2, they have the right to go to an appeal panel. The IQA who acted in stage 2 must send the following details to the management team:

- Written explanation and confirmation of the assessment decision.
- Assessment record sheet(s).
- Any written comments of the IQA (perhaps providing background details).

Within ten working days of receiving the appeal, the management team must ask for a consultant to call in an independent, external appeals panel.

This panel will consist of three representatives of the awarding organisation i.e. not training consultants.

The learner may speak to the panel or be represented by an advisor (or both), or make a written submission.

The assessor/tutor who made the original decision may be asked to attend the appeals panel to respond to any questions.

The appeals panel will then discuss the matter in private and reach a majority decision. The decision will be sent out to the learner within five working days. At the same time, the decision will be sent to the assessor/tutor and the assessment centre.

APPENDIX 1 – Complaints relevant to Awarding Bodies

In addition to Skills for Construction appeals procedure if a major complaint is not able to be resolved by the Director the complainant can complain to the Awarding Bodies by following their independent appeals procedure (supplied within Learner Handbook on induction). If the awarding organisation cannot resolve the complaint the complainant can also contact the qualifications regulator OFQUAL

SSP/ATO Appeals, complaints and enquiries

WSS will follow the required standards as laid out by our Awarding Organisation (CITB) and the following standards are taken from the CITB Site Safety Plus Quality Assurance Requirement Manual:

- We must have a publicly available, documented complaints and appeals policy and procedure in place and be able to demonstrate how delegates are informed of the process.
- The procedure must have a formal process, with documented timescales and an opportunity for escalation if the appeal is not resolved.
- All appeals must be formally acknowledged upon receipt, and conclusions formally communicated to all those involved at the close of the appeal.
- Delegates must exhaust the approved training organisation’s appeal process prior to involving CITB. CITB will, in any event, always ask for the centre’s conclusion to any appeal prior to commencing its own review.
- If the complaint or appeal cannot be resolved by the training provider, the dispute should be put in writing to: The quality assurance and verification manager

CITB

Sand Martin House, Bittern Way, Fletton Quays, Peterborough
PE2 8TY



- Your appeal will normally be heard within 10 working days of receipt. The nature and complexity of the appeal may necessitate this period being extended. Unless alternative arrangements have been made with the agreement of the quality and verification manager, any decision (and resultant action) will remain in place until the appeal decision has been communicated to you in writing.
- You must record and make available for audit, during your senior quality consultant's visit, any complaints or appeals made at your approved training organisation since your last quality audit.