LINDEN TREE EDUCATION CENTRE

Learner Appeals Policy

1. Duty of the Centre

It is our responsibility as an Approved Centre that all Learners are aware of the appeals process and all Learners will have access to a responsive appeals process.
The Centre has a nominated Quality Assurance Co-ordinator who is responsible for managing the Appeals Policy and the Centre will inform all Learners of whom this is.

- Assessment of evidence against the specified Assessment Criteria is a process with Assessors' giving 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 Asessor at the time of the feedback session. The Asessor 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, both the Asessor and Learner should request advice promptly from the Centre's Quality Assurance Co-ordinator who will try to resolve the issue. If this is not possible, the Appeals Procedure shown below should be invoked.
- The consideration of appeals that are made will help the internal quality process and the Centre's Quality Assurance Co-ordinator 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 the Awarding Body.

2. Formal Appeals Procedure

If, after the informal discussion with the Quality Assurance Co-ordinator, the Learner wishes to make a formal appeal, the Learner must request this in writing to the Quality Assurance Co-ordinator. This must be done within 10 working days of receiving the original assessment feedback and addressed to the Quality Assurance Co-ordinator. The Quality Assurance Co-ordinator 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 Quality Assurance Co-ordinator on receipt of the formal appeal from the Learner will:

- Try to seek a solution negotiated between the relevant Assessor and Learner

- If it is not possible to reach an agreement then a date will be set for an Appeals Panel to meet

The Appeals Panel will consist of a minimum of two qualified Assessors not involved in the original decision. It will meet within 15 working days of the receipt of the appeal by the Quality Assurance Co-ordinator.

The Appeals Panel will ensure that full original details, in writing, are obtained from both the Assessor, originally involved, and the 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 Appeals Panel will be issued to the Learner within five working days of meeting. This decision will be recorded in the Appeals Log.

The Appeals Log will be available to any representative of Future and/or a representative of the Regulatory Body.

If the candidate is still not satisfied with the decision at this stage and this procedure has been exhausted, then the candidate can contact the Awarding Organisation, who should only be contacted when this procedure is FULLY exhausted.

J E Griffiths

Policy Prepared and signed by J E Griffiths.
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