

Enquiries and Appeals Policy

Version no.	01
Page no.	1 of 5
Effective date	14/09/2022
Updated as per	14/09/2022

Target audience

<ul style="list-style-type: none">All staff

Responsible persons

H&S contact	Stephen Carulli		
Standard owner	Stephen Carulli		
Approved by	Executive Management Team	Date	14/09/2022

Related documents

Policies	N/A
Guidance documents	<ul style="list-style-type: none">General Arrangements for Enquiries and AppealsManagement System

Group standard compliance

<p><i>Primary responsibility for adherence to this Group Standard resides with the CEO for Group and Managing Directors for their respective units. Decisions and actions in breach of this policy can only be carried out with prior, written approval from the Executive Management Team (a 'waiver').</i></p>
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Policy update description

Revision	Date	Author	Description
A	14/09/2022	Stephen Carulli	Initial Issue

	Policy content
1.	<p>1. Purpose</p> <ul style="list-style-type: none">1.1. To enable the learner to enquire about, question or appeal against an assessment decision.1.2. To attempt to reach agreement between the learner and the assessor at the earliest opportunity.1.3. To standardise and record any appeal to ensure openness and fairness.

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	<p>1.4. To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.</p> <p>1.5. To protect the interests of all learners and the integrity of the qualification.</p> <p>This policy will set out the actions to be taken by company as listed above to ensure adherence to awarding body requirements relating to learner appeals..</p>
2.	<p>2. Scope</p> <p>2.1. This policy covers all companies under the SC Safety Training Ltd and is signed by the CEO.</p>
3.	<p>3. Definitions</p> <ul style="list-style-type: none">• An Appeal is a request from a learner to revisit an assessment decision which they consider to disadvantage them.• The Appeals Procedure is a standard, time limited, sequenced and documented process for the Centre and learner to follow when an appeal is made.• Responsibilities:<ul style="list-style-type: none">• The Learner is responsible for initiating the appeals procedure, in the required format, within a defined timeframe, when they have reason to question an assessment decision.• The Assessor is responsible for providing clear achievement feedback to the learners. If assessment decisions are questioned, the Assessor is responsible for processing the learners appeal within the agreed timescale.• The Lead Internal Verifier is responsible for judging whether assessment decisions are valid, fair and unbiased.• The Head of Centre or their Deputy is responsible for submitting an appeal in writing, to awarding body if the learner remains dissatisfied with the outcome of the centres internal appeals procedures. The Head of Centre will also

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monitor the appeals process in order to inform development and quality improvement as appropriate. All learners will be given full information on the Centres' Appeals policy and procedures during the Induction Phase of the programme. This notification will also be supplied in writing and included within the pre-course communications. The Centres' assessment process and procedures will always be based on impartial, reliable and valid judgements. Nevertheless, there may be incidents when the Centres' decisions are questioned. To allow a candidate to enquire about, question or appeal an assessment decision, we will provide clear procedures for the appellant to follow. These procedures will follow a staged format and will focus on determining whether the Assessor:

- Used procedures that are consistent with awarding body requirements.
- Applied the procedures properly and fairly when arriving at judgements.
- Made a correct judgement about the learners work.

All appeals will follow the following staged process:

Stage 1 - Informal

The learner should communicate their enquiry/appeal directly with the Assessor within seven days of receiving the relevant assessment decision. The Assessor will then then contact the learner within seven days to discuss the matter and attempt to resolve the issue informally. If the matter remains unresolved, the issue will be documented by the Assessor with copies of this report being passed to both the

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learner and the Internal Verifier. The process will then move onto Stage 2.

Stage 2 – Review

The Internal Verifier will review the disputed assessment decision referencing the Assessors report and any other assessment materials. The learner will be notified in writing of the outcome of this review within seven days of the Internal Verifier receiving the Assessors report. The learner then agrees or disagrees in writing with the review findings. This communication will take place within 7 days of the learner receiving the review outcome. If the communication is not received within the stated timeframe, the appeal will be deemed to have been resolved. If the learner communicates that they are still dissatisfied, the appeal will move onto Stage 3.

Stage 3 – Appeal Hearing

The Head of Centre, or that persons Deputy will invite the learner and Assessor to a hearing so that the issue can be formally reviewed. This will be the final stage by the Centre and will take place within 28 days of the Head of Centre being notified that Stage 2 of the process has been unsuccessful. If the matter still remains unresolved, the appeal will move onto Stage 4.

Stage 4 – External Appeal Process

In the event of Stage 4 being invoked, the Head of Centre/Deputy will submit to awarding body the grounds for the appeal together with all supporting documentation

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	<p>within 14 days of completion of Stage 3. A fee will be levied payable by the appellant.</p> <p>Full details of the awarding body Policy on Appeals Concerning qualifications can be found on the awarding body website. The Stage 4 process will only be invoked once the Centres appeal process has been exhausted.</p> <p>Each stage of the appeals process will be fully documented and dated. All relevant documents will be retained by the Centre for a period of not less than 18 months from completion of the process.</p>
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Stephen Carull CEO – SC Safety Training Ltd	14/09/2022
	