



Appeals Procedure for learners

This procedure applies specifically to those who undertake assessments that is within the control of Aspects Total Training Ltd.

It covers the appeals process that learners may wish to make in relation to staff, other learners and assessments that are offered by Aspects Total Training Ltd.

The learner should follow the process set out below:

Appeals Procedures

All learners have the right to equal and fair access to training and assessment that enhances their career progression.

Aims and objectives:

- To enable the learner to enquire, question and appeal against an assessment decision/judgement that has been made.
- To offer a process that enables the learner to reach an amicable agreement with their assessor at the earliest opportunity.
- To maintain and promote standardised procedures that allow all appeals to be investigated, discussed, and evaluated providing accurate and valid Assessment Centre records of the processes followed.
- To promote openness, fairness, and confidence in the assessment practices.
- To facilitate a learner's ultimate right to appeal to the relevant awarding organisation where appropriate.

The appeals procedure is a mandatory and standardised process which provides the learner with a time bound, systematic and documented procedure that the Centre, Internal Quality Assurers, and learners will implement and follow in the event of a formal appeal being made.

Aspects Total Training will:

- Clearly communicate the appeals procedure at induction.
- Record, monitor and validate all appeals.
- Submit the appeal to the relevant awarding organisation if the learner continues to consider that the assessment decision disadvantages them after all internal centre appeals procedures have been exhausted
- Keep accurate and legible records of all appeals for inspection by the relevant awarding organisation for a minimum of 18 months
- Have in place within the centre a formal and structured appeals procedure
- Take all appropriate action to protect the interests of the learner and the integrity of the centre and the qualifications being delivered

- Have in place internal continuous professional development processes that support the centre assessment practices in the event of an appeal being upheld

Appeals Procedure Responsibilities:

1. **The Learner:** Will initiate the appeals procedure within the agreed time frames when they believe they have a reason to appeal about or against an assessment decision/judgement that has been made against the evidence they have presented. This will also be submitted in writing by the learner.
2. **The Assessor:** Is responsible for providing the learner with accurate and constructive feedback regarding their achievements and basis for their assessment decisions and judgements have been made. The assessor will firstly discuss the nature of the appeal with the learner, which will always remain confidential, seeking a satisfactory solution with any issues that have led to the appeal. When any appeal becomes formal it is the assessor' responsibility to process the appeal within the agreed time frames.
3. **The Internal Quality Assurer (IQA):** Is solely responsible for judging whether the assessment decisions, judgments are valid, fair, and unbiased.
4. **The Centre Contact:** Is responsible for submitting the appeal in writing to the relevant awarding organisation, if the learner remains dissatisfied with the outcome of the centres internal appeals process the Centre Contact will engage and initiate the following systematic stages of this procedure.

Procedures:

The learner's induction will clearly communicate the principles and concepts of appeals procedures making up the elements of information, advice, and guidance available to them. This can be discussed with the assessor, or you can refer to Aspects Total Training Ltd Appeals and Complaints Procedure, the details of which can be found in the Centre. The learner appeals procedures are a systematic and staged process to determine whether the assessor has used assessment practices that are consistent with the internal and external assessment strategies agreed through the relevant awarding organisations. It will determine whether assessment practices have been applied correctly and fairly to arrive at fair and consistent assessment decisions/judgements about the evidence presented.

Stages of appeal

- **Stage 1:** The learner must appeal in writing to the assessor, clearly stating the points of the disagreement and the evidence in their portfolio which the learner believes is sufficient in meeting the requirements of the performance criteria, knowledge, and range for claiming competence. The assessor will meet with the learner within 10 working days and go through the assessment process, clearly explaining how they have arrived at their conclusions. The assessor will confirm the findings to the learner in writing within the following 10 working days.
- **Stage 2:** Learners who are not satisfied with the outcome of Stage 1 can then appeal in writing to their Internal Quality Assurer (IQA). The appeal does not have to contain the detail given before as the documents from Stage 1 should be passed to the Internal Quality Assurer (IQA). The Internal Quality Assurer will contact the

learner and the assessor within 15 working days and will confirm the findings in writing to learner and the assessor within 10 working days.

- **Stage 2a:** The Centre contact will consider the appeal using all information gained from the learner, the Assessor and the Internal Quality Assurer who are involved in the appeal. The Centre contact will make informed decisions and judgements to report the appeal to the relevant awarding organisation and inform the learner of the decision in writing within 10 working days.
- **Stage 3:** The Centre contact on behalf of the learner with their authorisation will have submitted the appeal to the relevant awarding organisation. The learner will receive confidential communications both verbally and in writing from the awarding organisation regarding the appeals procedure's outcome.
- **Summary:** At this point the Awarding Organisations appeals procedure will be followed and will involve the use of all the reports from Stages 1, 2/2a and 3. Your assessor can provide you with details of this procedure if needed and will usually involve an investigation by the relevant External Quality Assurer (EQA) and at least one independent person.

Awarding Organisation Policies

We work with the following awarding organisations with their own policies therefore it is important that both learners and centre staff involved in the management, delivery, assessment, and quality assurance of qualifications are fully aware of their contents and location.

NOCN address
NOCN Group Head Office
Acero Building
1 Concourse Way
Sheaf Street
Sheffield
S1 2BJ

The Awarding Organisations decision will be final, and the appeal will be deemed to be closed.

Signed: *Michelle McFall*

Aspects Total Training Ltd

To be reviewed: Annually