

## Appeals Policy

### Scope of the Policy

This policy is provided for Up-Skilled customers, including learners and staff members who are using or delivering the courses and qualifications offered by Up-Skilled Ltd (hereafter Up-Skilled).

### Communication of the policy

It is important that staff involved in the management, delivery, assessment and quality assurance of the registered awarding body's qualifications and learners undertaking these qualifications, are fully aware of the contents of the policy.

### Policy Statement

All learners have the right to challenge the outcomes of their assessment decisions, if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues.

These issues may include the following:

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidencerequirements
- The opportunities offered to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- Access to Internal Verification
- The handling of an appeal
- Administrative issues e.g. failure to register/apply for certification

### Statement of Principle

This policy is in place to enable Up-Skilled learners to enquire, question or appeal against an assessment decision. Up-Skilled will aim to reach an agreement with a learner at the earliest opportunity, regarding any appeals that are made.

Up-Skilled will ensure that:

- Internal assessments are conducted by members of Up-Skilled staff who have appropriate knowledge, understanding and skills in this area.
- Assessment evidence provided by learners is produced and authenticated per the requirements of the registered awarding body for the subject concerned.
- The consistency of internal assessment will be maintained by internal verification and standardisation.

If a learner wishes to appeal, the appeal must be lodged in writing with the relevant Up-Skilled staff member within 7 working days of the learner being notified of the assessment decision.

The relevant centre staff member will then attempt to find a solution with the learner, assessor/tutor and internal verifier.

Any Up-Skilled staff member undertaking an appeal investigation must be independent from any assessment decisions made as part of a learner's qualification.

The relevant Up-Skilled staff member will acknowledge the appeal within 5 working days of receiving it. Up-Skilled staff member will investigate the appeal. Investigations may include undertaking interviews with any relevant parties.

The learner will be informed of the investigation outcome and decision within 15 days of the appeal being lodged (this may be extended, depending on the nature of the appeal). If the staff member feels the appeal is to be upheld, the learner will be notified of this in writing, within 2 working days of completion of the investigation.

The relevant procedures will be followed to ensure the learner's assessment decision is changed to show the correct mark and/or decision.

If an appeal from a learner is upheld by the centre staff member, any lessons learners from the investigation will be reviewed by Up-Skilled. Any staff member involved in the appeal will be offered suitable training, if appropriate. The outcome and action plan from all appeal will be dealt with on an individual basis.

If an appeal is not upheld, the learner making the appeal will be given a written explanation detailing the reasons for the appeal not to be upheld.

### **Escalation of Appeals**

In the event that learners are not satisfied with the outcome of the appeal then the appeal can be escalated to the relevant awarding organization in writing within 15 working days of receiving written notification from their centre on the outcome of the appeal.

The relevant awarding organization information is advised to all learners within the qualification induction information prior to commencement of the qualification.

Escalated appeals must be written to include a written account of why the learner thinks that the Centre's decision is wrong and must include the learner's evidence to support their case.

The awarding organisations representative considering the appeal may seek additional information to assist their review of the case. They may consult experienced subject specialists who were not involved in the original decision when considering appeals against assessment judgement to help review the evidence.

The awarding organisation representative will inform the learner and the centre in writing of the decision within 15 working days of receiving all the information relevant to the appeal and will give the reasons for the decision.

If, for any reason, the matter cannot be resolved within this period, the awarding organisation will keep the learner informed of progress.

If the learner/candidate has gone through all the stages of appeals procedure in addition to both the internal

appeals procedure and the awarding organisations appeals procedure and remain dissatisfied with the outcome or the way in which it has been handled the learner can complain to OFQUAL, but no technical decisions will be overruled.

OFQUAL  
Earlsdon Park,  
53-55 Butts Road,  
Coventry CV1 3BH”.

All documents relating to an appeal must be saved and stored securely in the centre. The registered awarding body must be given access to any information or documents regarding any appeals, when requested.

### **Review of the policy**

Up-Skilled will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by the registered awarding body or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.