



# **KLP – 005 Learner Appeals Procedure**

## LEARNER APPEALS PROCEDURE

### Introduction

In the unlikely event that you have a problem at any stage of the assessment process, there is a process that you must follow to ensure that your appeal is promptly and properly investigated.

The Quality Manager has overall responsibility for the Appeals procedure.

### Appealing against an Assessment

This procedure applies to all those programmes leading to an award or a qualification where an assessment of the candidate's performance is made by the Assessor and the result of that assessment is taken into account in the determination of either a pass or fail.

Where an assessment is an element in the award of a qualification by an external validating or awarding body then the body concerned will be kept fully informed of any appeal. If necessary, representatives of the body may be involved in any stage of the appeals procedure.

All candidates will be made aware of the appeals procedure during induction.

A written record of all appeals will be kept by The Company and will include the outcome of the appeal and the reasons for the outcome. A copy will be given to the candidate.

All appeals will include a review of the procedural criteria for assessment to take place and will consider whether these procedures were in conformity with the published requirements of the Awarding Body and the Code of Practice.

### Procedure

Where a candidate disagrees with the assessment given, he/she must discuss this with the Assessor concerned as soon as possible. In all circumstances this should be done within **one week** of receiving the assessment decision.

### **Stage One: Assessor and Candidate**

The Assessor will consider the candidates appeal and provide a response through

- a) Clear explanation/reiteration (as appropriate) of the assessment decision following re-evaluation of the evidence.
- b) Amendment of the candidate's assessment record, if appropriate.

Feedback will be given to candidates within one week of receiving the appeal. The candidate will then have access to:

- a) Any correspondence between the centre and the Awarding Body relating to their internally assessed work
- b) Information, if available at the time of appeal as to whether their work was sampled by the Awarding Body
- c) Relevant Awarding Body procedures for the conduct of internal assessment

If the candidate agrees with the decision provided then the appeal need not proceed further.

Where the candidate is unhappy with the decision reached, the Candidate Appeal Form (Annex A) should be completed and the appeal should proceed on to Stage 2.

### **Stage Two – Internal Quality Assurer (IQA)**

The Assessor concerned must forward:

- a) The original assessment record and the candidate evidence – where appropriate
- b) The Candidate Appeal Form to the nominated IQA within 24 hours of the appeal being logged.

The IQA must reconsider the assessment decision and this will normally involve an evaluation of: -

- a) The candidates evidence and associated records
- b) The Assessors rationale for the decision
- c) The opinion of the candidate

In doing so, the IQA must complete the relevant section of the Candidate Appeal Form and provide the reconsidered decision within 6 working days of receiving the appeal.

Where the candidate remains unhappy with the reconsidered assessment decision, the appeal must proceed to Stage 3.

### **Stage Three – Quality Compliance Manager in conjunction with IQA's**

A process will be followed through management who will consider and validate the candidate's appeal.

Copies of the candidate's work and the Assessor's decision should be presented.

A decision will be returned to the IQA who presented the appeal within 3 weeks.

The IQA will then inform the candidate and Assessor of the decision – which is final.

The candidate appeals form should then be held with programme documentation. The result of the appeal will be held on record.

If the candidate still disagrees with the outcome they may appeal, in writing, to the External Verifier. The External Verifier may consult with the Awarding Body's Chief Verifier, should the appeal require a decision of technical nature, or the External Verifier requires a second opinion.

### **External Examination re-marks**

Any candidate wishing to have an examination paper re-marked should make a request to the Quality Manager as soon as possible after the publication of the results. Candidates should not contact the examination board direct.

The regulations of the appropriate Awarding Body/Examination Board will be followed.

Candidates will be required to pay the appropriate fee, which may be refunded by the Awarding Body/Examination Board if improvement is made, subject to the regulations of the appropriate Awarding Body/Examination Board.

Candidates should understand that, where an enquiry into a mark is requested, their unit score and their overall grade may go down as well as up.

**Appealing against an Assessment**

Annex 1

Student name:	Student ID number:
Qualification and Level:	Awarding Body:
Assessor name:	IV Name:
Reason for Appeal (Student to complete)	
Student:	Date:
Action taken by the Assessor and details of decision reached:	
Assessor signature:	Date:
Student to indicate acceptance or rejection of the Assessor decision	
I accept the Assessor's decision      Y / N	
I reject the Assessor's decision and wish to appeal to the IQA Y / N	
Signature:	Date:

Action taken by the IQA and details of decision reached:

IQA signature:

Date:

Student to indicate acceptance or rejection of the Internal Verifier's decision

I accept the IV's decision      Y / N

I reject the IV's decision and wish to appeal to the IQA Panel      Y / N

Signature:

Date:

Action taken by the IQA and details of decision reached:

Lead IQA signature:

Date:

Student to indicate acceptance or rejection of the Internal Verifier's Panel decision

I accept the IV's Panel's decision      Y / N

I still disagree with the assessment decision and although I understand that the decision of the IV Panel is final, I wish my disagreement to remain on record.

Y / N

Signature:

Date: