

2024

KLP 005 Learner Appeals Procedure



Policies and Procedures

Learner Appeals Procedure

Introduction

Every learner shall be entitled to appeal against any internal assessment made of his/her work within the following framework without fear or favour in accordance with the grounds for appeal specified below.

Scope

1. This document provides a framework for the procedure for assessment appeals and is used by all course teams.
2. The framework is applied only to assessments within the control of Group Horizon Ltd (GHL).
3. Any learner wishing to appeal against external assessment should seek advice from the
4. qualification awarding organisation.

Principles

1. Learners have the right to appeal within 15 working days of the publishing of an assessment decision.
2. All learners must be informed through the appropriate induction process of their right to appeal within 15 working days of an assessment decision.
3. All appeals procedures will be conducted in accordance with the requirements and procedures for assessment and appeals set down by GHL.

The only grounds for appeal are:

- Assessment criteria, method, location, and timing were not made clear in advance
 - Assessment did not take place as stated in advance
 - The learner was discriminated against or disadvantaged by any aspect of the assessment process
 - Administrative error
4. GHL's Equal Opportunities and Diversity Policy and any other relevant policies will be applied proactively throughout the appeals process.
 5. The learner shall be entitled to appropriate support from a person of their choice throughout the appeals procedure.
 6. Each stage of the appeal shall be fully documented using GHL's appeals form and records kept by the internal verifier.
 7. The whole process must be completed within eight weeks. There may be exceptional circumstances where the timescale for each stage of the procedure cannot be achieved – for example, holidays or staff illness – in which case, reasons must be given in writing by the internal verifier to the learner and assessor concerned.

Procedure for appeal

Stage 1 (informal)

1. Any learner not satisfied with an assessment decision must first discuss this with GHL to attempt to resolve the disagreement informally.
2. If the disagreement is resolved, a written record of this must be made and signed by the internal verifier.
3. If an agreement cannot be reached, the learner should complete an assessment appeals form
4. and this should be lodged with the assessor within 15 working days of the informal discussion.

Stage 2 (formal appeal)

The internal verifier will examine the original assessment and the comments made by the assessor and learner and decide whether the appeal should be upheld. The internal verifier will notify the learner, the assessor and the curriculum and education manager of the outcome of the appeal.

Stage 3

If the learner wished to appeal against the outcome of Stage 2, he/she must lodge the appeal with the internal verifier giving a full explanation in writing within 10 working days of the results of Stage 2.

The internal verifier will acknowledge receipt of the appeal and convene an appeals panel chaired by A Director of GHIL and consisting of a minimum of two appropriately experienced independent assessors, which may not include the internal verifier, within 10 working days of receipt of the appeal.

Both the learner and the original assessor will be invited to attend the panel's discussion. The appeals panel will attempt to find a solution with the learner and assessor.

The learner, assessor and internal verifier will be informed in writing of the decision of the appeals panel.

Stage 4

If the learner is still unhappy with the outcome, they have the right to escalate this to the Awarding Organisation for the qualification they're studying. The learner should be referred to the Awarding Organisations Appeals Procedure on the relevant website.

Monitoring

Internal verifiers will ensure that all completed documentation relating to an appeal is held in the course team file on SharePoint