

2025

KLP 005 Learner Appeals Procedure



Group Horizon
LIGHTING UP YOUR FUTURE

Policies and Procedures

Learner Appeals Procedure

Introduction

Every learner shall be entitled to appeal against any **internal assessment or End-Point Assessment (EPA) decision** made on their 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 applies only to assessments within the control of **Group Horizon Ltd (GHL)**.
3. Any learner wishing to appeal against an **external assessment or End-Point Assessment (EPA)** should seek advice from the **qualification awarding organisation or End-Point Assessment Organisation (EPAO)**.

Principles

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

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 or EPA process.
 - **Administrative error** in recording, marking, or processing the assessment decision.
 - For **End-Point Assessments**, if the learner believes the EPAO has **not followed proper assessment processes** or has **failed to meet regulatory requirements**.
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 will be 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 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 or EPA 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**, which must be lodged with the assessor within **15 working days** of the informal discussion.
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Stage 2 (Formal Appeal – Internal Assessment)

1. The **internal verifier** will examine the original assessment and the comments made by the assessor and learner to decide whether the appeal should be upheld.
 2. The internal verifier will notify the learner, the assessor, and the **Learning & Development Director** of the outcome of the appeal.
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Stage 3 (Formal Appeal – Independent Review)

1. If the learner wishes to appeal against the outcome of **Stage 2**, they must lodge the appeal with the internal verifier, providing a full explanation in writing within **10 working days** of receiving the outcome of Stage 2.
 2. The internal verifier will acknowledge receipt of the appeal and **convene an appeals panel**, chaired by a **Director of GHL** and consisting of at least **two appropriately experienced independent assessors** (excluding the internal verifier), within **10 working days** of receiving the appeal.
 3. Both the learner and the original assessor will be invited to attend the panel's discussion. The appeals panel will attempt to **find a resolution** between the learner and the assessor.
 4. The **learner, assessor, and internal verifier** will be informed in writing of the **decision of the appeals panel**.
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Stage 4 (Escalation to the Awarding Organisation or EPAO)

1. If the learner is still **unhappy with the outcome**, they have the right to escalate the appeal to the **Awarding Organisation or End-Point Assessment Organisation (EPAO)**.

2. The learner should be referred to the **Awarding Organisation's or EPAO's Appeals Procedure**, which can be accessed on the relevant organisation's website.
 3. If the appeal is related to an **End-Point Assessment (EPA)** and remains unresolved after following the EPAO's procedures, the learner may be able to escalate the appeal to the **relevant regulatory body**, such as **Ofqual, ESFA, or IfATE** (Institute for Apprenticeships & Technical Education), depending on the apprenticeship standard.
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Monitoring

1. **Internal verifiers** will ensure that all completed documentation relating to an appeal is held in the **course team file on SharePoint**.
2. GHJ will regularly review appeals records to identify any trends or areas for **improving assessment or EPA processes**.