

## Introduction

Our Appeal Policy has several core aims:

- To enable the learner to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the learner and the Trainer Assessor/Mentor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

In order to do this, we will:

- Inform the learner at induction of our own, or any other relevant Appeals Policy and/or procedures that will apply during their association with us, to include online test appeals.
- When referring to our own Policy, we will then -
  - Record, track and validate any appeal
  - Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted
  - Keep appeals records for inspection by the awarding body for a minimum of 18 months
  - Have a staged appeals procedure
  - Will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
  - Monitor appeals to inform quality improvement.

As part of our approach to continuous improvement, this policy will be regularly monitored and reviewed on an annual basis.

Signed:

Date: 03 October 2021

*Jason Rudgley*

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