

"UP GRADE ME TRAINING" Learner Appeals Process

This procedure has been written for people undertaking externally validated qualifications. It explains what you should do if at any point during your qualification you are dissatisfied with the result of an assessment and feel that the decision is unfair. Some of the reasons for an appeal may be:

- You have been told that you are not yet at the required level, but you do not understand why.
- You believe the evidence in your portfolio shows that you achieved the standards.

Stage One.

Tell your Tutor/Assessor/Coach.

- Why you disagree.
- Why you think the evidence you have put forward should cover the standards.

You will also need to put this information in writing, for your appeal.

The tutor/assessor/coach must give a clear judgement, in writing, to the learner within 10 working days stating justification for the decision.

You must complete Stage One before you progress to Stage Two.

Stage Two

If, after Stage One you are still not satisfied, you may appeal to your Internal Quality Assurer (IQA). You will need to give the Internal Quality Assurer a copy of the appeal you gave to your Tutor/Assessor/Coach at Stage One.

The Internal Quality Assurer must give a clear judgement, in writing to the learner within 10 working days stating justification for the decision.

REMEMBER, you must first follow the procedures shown in Stage One and Stage Two **BEFORE** going on to Stage Three.

Stage Three

If, after Stages One and Two, you are again still not satisfied, you must send a copy of the appeal you wrote in Stage One to the Head of Centre. This time, in your written appeal, you must explain why you are unhappy with the decisions of your Tutor/Assessor/Coach and the Internal Quality Assurer and ask them to give their views.

The Head of Centre will make one of two decisions:

1. The Head of Centre will agree with the decision of the Tutor/Assessor/Coach and Internal Quality Assurer and explain why to you, **or**
2. The Head of Centre will agree with you and explain why to your Tutor/Assessor/Coach and Internal Quality Assurer.

The Head of center will acknowledge the submission of the appeal within five working days. Upon receipt of the appeal, the Head of Learning and Quality will initiate an internal review. The outcome of the appeal, including the results of any further reviews of the evidence, will be Communicated to the learner and center within 10 working days of the conclusion of any further work authorised.

Stage 4

Learners who are not satisfied with the outcome of their Stage 3 appeal and have exhausted all centre appeals procedures may proceed to Stage 4. This appeal must be in writing to the Awarding Organisations Standards Team and must be accompanied by copies of all documentation from Stages 1, 2 and 3. There must also be evidence that the learner has exhausted all the centre appeals procedures. The Standards Team will refer the appeal to a subject specialist who will decide if an appeals panel will be held or not.

The Standards Team will inform the learner and the centre in writing of the decision of the subject specialists within **fourteen working days** of receiving the written appeal and will give the reasons for the decision.

The panel will make the final decision and you will either be asked to attend or a decision made by this panel will be forwarded onto you via Email or Post.

Learners need to be aware there may be a charge that must be paid to the awarding organisations for the Appeal to proceed. This is refundable if the Appeal is upheld by the panel.

Contact details for the awarding body will be available on request.

All other Awarding Body information can be provided by **"UGMT"** upon request.