

PURPOSE

The purpose of this policy is to:

- Give learners full opportunity to raise matters of concern without fear of disadvantage.
- Ensure that its procedures are fair and decisions are appropriate and have regard to any applicable law.
- Ensure that learner appeals are dealt with in a timely manner, using simple and transparent procedures.
- Ensure where an appeal is upheld, appropriate remedial action is implemented.

SCOPE

This policy applies to all learners of the Apprentice and Training Partnership [The ATP].

POLICY AUTHORITY

The Appeals Policy has been implemented by the Board of Directors. Responsibility for the implementation of the policy lies with the Head of Quality.

This policy will be reviewed by Board of Directors annually.

RELATED POLICIES

This policy should be read in conjunction with:

- Learner Handbook
- Complaints, Comments and Compliments Policy

IMPLEMENTATION

There are two parts to this procedure.

1. Internal assessment
2. External assessment/examination

1. Internal assessment

The following sets out the appeals procedure for The Apprentice and Training Partnership ("The ATP"). This procedure sets out the process for raising appeals against an assessment decision that has been made by ATP trainers/assessors for any NVQ/BTEC or internal assessed qualifications. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal against the assessment decision using the procedure set out below.

Appeals Procedure

Stage 1 ("on-the-spot" solutions)

- If you are still completing your course you must first contact your trainer or mentor (who made the assessment decision) who will ensure that your concerns are dealt with fairly and quickly.
- If you have already completed your qualification and are unhappy with any aspect of The ATP service or have a complaint, please follow the complaints procedure. A copy of this can be found on The ATP website. .
- You should raise your concerns within 7 days of the assessment decision in question. Your trainer will fully investigate your concerns and address them accordingly.
- If your appeal would be inappropriate to discuss with the mentor or trainer you may begin with Stage 2.

Stage 2

- Contact your IQA with your assessment appeal, **in writing**.
- This can be done via email or, preferably, via OneFile.
- Your IQA will investigate the assessment and your appeal and come back to you within 7 days of raising the appeal with a decision.

Stage 3

- If you are not satisfied with the outcome of Stage 2 you will need to raise your concern with the Lead IQA by sending a message on OneFile or by emailing iqa@theatp.co.uk.
- You are likely at this stage to be requested to substantiate your assessment appeal with written factual evidence and/or signed statements from witnesses. This will assist in reaching a speedy conclusion to the assessment appeal.
- The administrative department will monitor the progress of the appeal until the issue has been resolved. A response to your appeal will be sent to you within 28 days.
- The investigator will also review any systems, and assessment processes relevant at the appeal, to identify and recommend changes that would prevent a recurrence of similar appeals (preventative action). These recommendations will be included in the company Quality Improvement Plan (QuIP) and actions implemented accordingly.

Stage 4 – Appeals

- The learner may appeal against a decision if they regard the assessment appeal as still unresolved.
- The complainant should appeal in writing to the awarding body, following the awarding body appeal procedures. You can request a copy of your awarding body and their policy by emailing iqa@theatp.co.uk.

If the learner is unsatisfied with the ATP's decision or handling of an appeal:

- They can write to the North West Education & Skills Funding Agency
- They can write to Ofqual
- They can follow the ATP Complaints procedure located on the ATP website or request via email iqa@theatp.co.uk

If a learner is still unsatisfied with the final decision made by the awarding body, they can escalate their complaint or make an appeal to Ofqual, the qualifications regulator whose decision is final.

These processes should only be followed after all stages of The ATP appeals processes has been exhausted.

If you require an electronic copy of the complaint/appeals form, or require the document in alternative formats such as braille/large print, please email iqa@theatp.co.uk . Alternatively please complete your hard copy and post to the following address:

Assessment appeal analysis reports are prepared regularly to review trends by cause, site, ethnicity and disability. These reports are submitted to the Board.

The Apprentice & Training Partnership
Customer Services
Universal Square
Devonshire Street North
Manchester
M12 6JH

2. External Assessment

This must be read in conjunction with the policies from the Awarding Body accrediting the assessment/examination. *These can be found on the Resources section on OneFile.*

Under what circumstances can you appeal?

- If you believe that the awarding body did not apply procedures properly, fairly, or consistently in relation to the assessment decision
- If you disagree with the awarding body decision on the allocation of reasonable adjustments or special consideration
- If you disagree with the action taken against them following an investigation into malpractice;
- If you believe there were errors with the question paper that impacted the result;

Please note you will not be able to appeal if the only grounds are that you are unhappy or disappointed with the result.

You will need to discuss the reasons for the appeal with your trainer who will be able to support with the grounds for appeal.

If you are requesting for your mark to be reviewed due to sickness or other extenuating circumstances that took place at the time of the examination, we will consult the awarding body's policies for, reasonable adjustments and special considerations.

You can request a re-mark on failed written exams or where a distinction grade was narrowly missed. Re-mark requests will not be accepted for any multiple-choice examinations as these are marked electronically.

If you would like The ATP to act on your behalf, please provide written permission for us to do so.

Please note, there may be fees that the awarding body applies to assessment/ examination appeals. Please ask your trainer for more information, or you will be able to find the information in the resources section on OneFile in the awarding body policies and procedures.

For BCS assessments/examinations:

You must submit notice of an appeal within 20 working days of the assessment/examination result being released. Any appeals received after this date will be reviewed on a case by case basis and may be allowed to proceed if there are extenuating circumstances as to why the appeal was not submitted within the required timeframe. Your trainer at The Apprentice & Training Partnership will be able to support you on how to complete this. The BCS Learner Appeals procedures are stored on OneFile in the resources section for your reference.



BCS Learner
Appeals Form.pdf



BCS Learner
Appeals.pdf

For all BCS appeals you will need to fill in the learner appeals form attached. Please see the BCS Learner Appeals Policy above for information on the appeals form.

All appeals must be submitted in writing to **customerservices@bcs.uk** within 20 days of the examination result date.

How long will it take?

BCS will acknowledge receipt of the appeal within 2 working days. Once the appeal fee has been received, details will be directed to the relevant team for an investigation to take place.

BCS will acknowledge receipt of the appeal within 2 working days, letting you know who will be investigating the appeal. The appeal will be investigated by someone who has no personal interest or involvement in the matter of the appeal.

BCS will aim to provide you directly with the outcome of the appeal within 20 working days. Please note that in some cases the review processes may take longer, for example, if a training provider visit is required. If this is the case, BCS will contact you to let you know and provide the likely revised timescales.

Decision

The outcomes of any appeal against a decision may be either to uphold the appeal or to reject it. If BCS do not believe there is a valid case for the appeal you will be given the reasons for the decision. BCS will inform you of the decision in writing.

Independent Review

If you do not agree with the decision, then you have the right to a final independent review, this must be made within 15 working days of the decision.

This will be carried out by someone who is not a BCS employee. The independent reviewer will also be someone with the relevant competence to decide in relation to the appeal.

The Independent Reviewer may involve a further discussion with relevant parties involved in the appeal. The Independent Reviewer's decision is final in relation to how BCS will consider such appeals and we will let you know the outcome of the review within 20 working days of receipt of the independent review request.

If you are still unhappy with the outcome then you are entitled to raise this directly with the relevant regulator (this applies to regulated qualifications only)