

Appeals Policy and Procedure

INTRODUCTION

Barber.josh.o.p Education Ltd is committed to providing the highest levels of service to its customers, including employers, training providers and learners. It anticipates that issues or complaints can be resolved through the complaints or enquiries procedures and these procedures will be followed in the first instance. However, where a learner remains dissatisfied having exhausted these procedures, they have recourse to the appeals process.

Barber.josh.o.p Education Ltd has and will maintain a robust policy and associated procedure for handling appeals from centres and individual learners. These procedures will ensure that:

- All appeal decisions are taken by individuals who have no personal interest in the decision being appealed
- All appeal decisions are taken by individuals who have appropriate competence
- Appellants are kept informed of the progress of their appeal
- Appeals are dealt with within published timescales
- The specific needs and interests of learners are considered and protected
- Customer facing versions of the appeals policy and procedure are communicated to learners and centres and published using appropriate media
- Every endeavour is made to ensure compliance with relevant legislation and in particular the handling of sensitive data in accordance with the GDPR
- Where an appeal results in the identification of a failure in the assessment process, Barber.josh.o.p Education Ltd takes all reasonable steps to identify any other learners affected, correct or mitigate as far as is possible the effect of the failure, and ensure that the failure does not recur
- An appeal may be only made on the grounds that Barber.josh.o.p Education Ltd did not apply its procedures consistently, or that its procedures were not followed properly and fairly
- Learners may appeal against the grade(s) on receipt of their results.

RESPONSIBILITIES

- Tutors should make learners aware of the Assessment Appeals Policy during induction.
- Learners should familiarise themselves with the Assessment Appeals Policy and inform their tutor if they are not satisfied with an assessment
- The Academy Manager will:-
 - o Record, track and validate any learner assessment appeal.
 - o Forward any appeals to the Awarding Body as appropriate.
 - o Keep appeals records for inspection by the Awarding Body for a minimum of 18 months.
 - o Will take appropriate action to protect the interests of learners and the integrity of Barber.josh.o.p Education Ltd and the qualification or apprenticeship

- o Monitor appeals to inform quality improvements
- o Co-ordinate the arrangements for the Assessment Appeals Panel

POTENTIAL IMPACT ON EQUALITY, DIVERSITY AND INCLUSIVITY

Barber.josh.o.p Education Ltd will ensure all procedures are in line with its Equality Policy and that reasonable adjustments are made if necessary, to enable a fair process to be adhered to.

Barber.josh.o.p Education Ltd Appeals Procedure allow clients who are registered at the Academy to challenge the outcome of their assessment at the level of a unit/module/component if they consider that the assessment has not been carried out properly.

Examples of areas where an appeal may be raised are as follows:

- The conduct of assessment
- Opportunities available for assessment
- Opportunities available for re-assessment
- Appropriate coverage of the evidence assessed in terms of national standards and the awarding organisation requirements
- Failure of the assessor to provide assessment agreed in the learner's assessment plan
- Assessment decisions/grades

Barber.josh.o.p Education Ltd in line with its values of fairness and openness, encourages learners to discuss any concerns with the Assessor in the first instance. If they remain dissatisfied, they should follow the appeals procedure outlined below.

Details of any learner appeal should only be discussed with others involved in the appeals process. The learner's confidentiality must be respected at all times. Any enquiry, question or appeal should be made as soon as possible after the assessment decision. An appeal must be made within 10 working days after receiving the assessment results.

APPEALS PROCEDURE

Stage 1 – Tutor/Assessor and Learner

The learner must present the completed appeal form to the Assessor within 10 working days of receiving the assessment result. The form should include details of why they feel that the work has been assessed unfairly, inconsistently or not in accordance with the standards and level required by the Awarding Body. Any evidence or correspondence relevant to the appeal should be attached.

The Assessor will carry out relevant investigations based on the nature of the appeal. There are two possible

outcomes:-

- The original assessment decision remains unchanged
- The assessment decision is amended – this could be both up or down.

The Assessor should document the decision with their reasons on the appeal form.

The Assessor will advise the learner of the decision no later than 5 working days after the appeal is made. The decision should be documented on the appeal form and a copy of the form given to the learner.

The learner should consider the Assessor's comments and decision and decide whether to accept the outcome of the formal re-assessment. This should be indicated on the appeal form and signed and dated by the learner. The appeal form should be returned to the Assessor within 5 working days of receiving the re-assessment decision.

The appeal form should be passed to the Academy Director for tracking and monitoring purposes.

If the learner has not accepted the re-assessment decision, the Director will co-ordinate the move to Stage 2 of the appeals procedure.

Stage 2 – Director

Following notification that the learner is still unhappy with the assessment decision, the tutor must give the Director the following information within two working days of the appeal reaching Stage 2: the original assessment record and learner's evidence, where appropriate; and the written explanation and confirmation of the assessment decision.

The Director will reconsider the assessment decision, taking the following into account:

- the learner's reason for appeal;
- the learner's evidence and associated records;
- the assessor's reason for the decision; and
- the opinion of another assessor from the centre.

Within ten working days of receiving the appeal, the Director will carry out relevant investigations based on the nature of the appeal.

Should the Director wish to speak to the learner regarding the appeal the learner may be accompanied by an adviser*, and/or make a written submission. The tutor who made the original decision will also be asked to attend to answer questions.

The Director will then make the final decision and all parties will then be informed of the decision. The decision of the Director is final, although learners may appeal to the Awarding Body once the internal appeals decision has been completed.

ESCALATION TO AWARDING BODY

If the learner remains dissatisfied with the decision of the Assessment Panel, the Director will help facilitate escalation to the relevant Awarding Body.

REVIEW

This policy will be reviewed on an annual basis or following changes to Government updates and statutory guidance in relation to Covid-19 and company risk assessment policies and processes.

Learner Appeals Form (Stage 1)

Learners are required to complete this form when making an appeal against the outcomes of an assessment decision and forward to the assessor.

Learner's Name			
Date of Assessment			
Name of Assessor (against whose decision the appeal is being made)			
Nature of the Appeal			
Details of Original Assessment Decision			
Learner's signature			Date

To be completed by the assessor

Date of meeting			
Assessor Response			

Assessor's Signature			Date
Learner's Signature			Date

Learner Appeals Form (Stage 2)

Learners are required to complete this form to make a formal appeal if they are still dissatisfied after having informally appealed to their assessor.

Course Title	
Learner's Name	
Learner registration No.	
Email Address	
Contact Number	
Date of assessment	
Date appeal submitted	
Name of assessor (against whose decision the appeal is made)	

Describe the reasons for your appeal as fully as possible. Please include copies of any associated documents (e.g., record of achievement, record of feedback from the assessor involved). Learners should keep a copy of this form).

Type of assessment and nature of the appeal			
Details of original assessment decision			
Learner signature		Date	

To be completed by the lead investigator

Name of Investigator	
Investigation participants	
Date of appeal investigation	

Summary of investigation	
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Outcome (Tick one only):			
Uphold the original assessment decision			<input type="checkbox"/>
Offer the learner an opportunity for a re-sit/reassessment free of charge			<input type="checkbox"/>
Overturn the original decision			<input type="checkbox"/>
Investigator signature		Date	