

LEARNER APPEALS POLICY

REFERENCE

Awarding Body Requirements

PURPOSE

1. All CADUK learners have the right to appeal if they are not happy with the way a RQF accredited qualification has been assessed, delivered or awarded.

An **appeal** is concern about the assessment decision given by the centre that affects the individual learner's achievement.

Appeals could be about:

- a formal assessment decision on a unit that effects the progress of a qualification
- a formal assessment decision that effects a claim for certification

APPLICABILITY

2. This leaflet is applicable to all CADUK learners, assessors, IV's and CM's.

RESPONSIBILITY

3. The MD is responsible for developing this process.

PROCESS

4. The following steps are to be followed if a learner wishes to appeal against an assessment decision:

- a. The learner should first discuss the reason for the appeal with the Assessor if at all possible.
- b. If the learner is not satisfied with the Assessor's final decision an appeal should be made using the Appeals Form.
- c. The Internal Verifier (IV) should inform the QAC that an appeal has been lodged within 5 working days.
- d. If the learner is not satisfied with the findings of the IV (findings to be given to the learner within 10 working days of receipt) then the appeal may be referred to the Appeals Panel who will be made up of individual/s within the Company who are in a position to be objective about the situation.

- e. Learners on regulated qualifications can appeal directly to Awarding Body once they have exhausted the centre's appeals procedure.
- f. If the learner is still not satisfied he/she can appeal directly to the OFQUAL. The QAC will provide the learner with all the necessary information upon request.
- g. The QAC should inform the EV that an appeal has been made during EQA visits.

Note

Comprehensive records will be made of any appeals and subsequent actions and findings in line with Awarding Body Guidance.

QUALITY RECORD

- 5. Complaints Log

Centre Learner Appeals Form

Centre Name:			
QCF Title and Level:			
Learner Name:			
Learner Issue:			
Assessors Name:			
Internal Verifiers Name:			
Complaints Panel Name(s):			
External Verifier Name:			
Learner Summary of reason for an appeal (Copy of assessment plan and evidence attached) TO BE COMPLETED BY THE LEARNER			
Learner Signature:		Date:	
Assessors Summary of situation TO BE COMPLETED BY THE ASSESSOR			
Assessors Signature:		Date:	
Internal Verifiers comments TO BE COMPLETED BY THE INTERNAL VERIFIER			
Internal Verifier Signature:		Date:	
Complaints Panel comments TO BE COMPLETED BY A MEMBER OF THE COMPLAINTS PANEL			
Appeals Panel Signature:		Date:	
External Verifier comments TO BE COMPLETED BY THE EV			
EV Signature:		Date:	