

Appeals Procedure

Luton Adult Learning

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Review: August 2023 – added in information regarding what to do if the Curriculum Team Manager is the Assessor or IQA.

Assessment Appeals Procedure

Every learner has the right to appeal if they are dissatisfied with any assessment decision but before implementing the formal appeals procedure, please attempt to resolve the matter through informal discussion with your assessor.

The formal appeals procedure is made up of three stages –

1. The Initial Appeal

This must be made by the learner to the assessor using an Appeal Form. All details must be recorded on this form with any relevant paperwork attached. A photocopy must be kept of the form and any related paperwork.

The assessor must acknowledge the appeal immediately and arrange to meet the learner within 5 working days. The assessor must also inform the Curriculum Team Manager immediately that an appeal has been made.

The meeting outcome must be recorded on the Initial Appeal paperwork by the assessor. The original should be given back to the learner and a copy scanned and saved for the assessor and the Curriculum Team Manager.

2. The Follow-up Appeal

If there has been no decision reached as a result of the initial appeal, the learner can begin a follow-up appeal.

The learner must forward a 'Follow-up Appeal' to their IQA stating the reason for appeal and a copy of the initial appeal and outcome.

The IQA must meet with the learner and assessor within 15 working days of receiving the paperwork. The outcome of this meeting must be recorded by the IQA. The original should be given back to the learner and a copy scanned and saved for the IQA and also the Curriculum Team Manager

If the learner wishes to take the appeal to the next and final stage, this must be recorded on the Follow-up Appeal form at the end of the appeal meeting.

3. The Final Appeal

The learner must forward a 'Final Appeal' to the Curriculum Team Manager attaching a copy of the Initial and Follow-up appeals forms.

The Curriculum Team Manager must convene an Appeal Panel within 20 working days comprising 3 – 4 people, the Manager, an IQA and 1 or 2 assessors who are not connected with the original appeal. The IQA and assessors must have sector knowledge and understanding.

The Manager, in complex circumstances and at their discretion, may request the presence of an external, other IQA or assessor to sit on the panel to ensure objectivity. The Manager must at this stage inform their EQA at the awarding body and send them all related paperwork together with the names of the appeal panel.

Outcomes must be sent to the EQA, IQA, original assessor and learner. As part of the quality improvement procedures, discussion of the outcomes should take place at the next scheduled standardisation meeting (maintaining learner confidentiality) so that there can be full awareness of and benefit from learning at all levels.

- In the event that the Curriculum Team Manager is the assessor/IQA then the Quality & Sustainability Manager should be contacted.
- If the Quality & Sustainability Manager is the IQA then the Adult Skills Delivery Manager should be contacted.

If the learner is not satisfied that the appeals procedure was carried out correctly they can complain firstly to the Curriculum Team Manager (or Quality & Sustainability Manager or Adult Skills Delivery Manager if the Curriculum Team Manager was the Assessor/IQA)

If still not satisfied directly to the relevant awarding body / examination board / End Point Assessment Organisation.

Appeals Form

Please ensure that you keep a copy of all paperwork. Tick as appropriate

Initial Appeal

Paperwork to your assessor

Follow-Up Appeal

Paperwork to IQA

Final Appeal

Paperwork to Curriculum Team Manager

Date:

Candidate Name:

Registration Number:

Assessor Name:

IQA:

Nature of complaint:

Are you attaching any relevant papers, if so how many?

Candidate signature: