

## The learndirect Group

### Appeals Procedure

Governance	
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## **Appeals Procedure**

All learners are informed that an appeals procedure relating to internal assessment decisions exists within Learndirect. This procedure is available for our online learners and is also provided in hard copy in the paper-based portfolios. Where Learndirect are not *directly* responsible for the assessment process, Learners will be made fully aware of the relevant Appeals Policy and associated processes. Learndirect will also work with the relevant Awarding Organisation in the event of any appeal being raised by a learner or by the Awarding Organisation in relation to a Learndirect learner.

Learners may appeal when they do not agree with the assessment decision made by an Assessor or that the assessment procedures have not been carried out properly.

In the first instance, the Programme Manager and the Internal Verifier will manage any appeal, including the dissemination of information about the procedures on an individual appeal basis. A written record of the particular appeal will be documented together with an outcome to the appeal and the reasons for the outcome. This is then held by Learndirect for reference and potential use to work with an awarding body. If necessary, this process can be supported by the Quality Manager who will review any appeals independently.

### **There are 3 stages through which the Appeal can progress**

#### **Step 1**

Action required by the learner.

They must:

- Provide written details of raising an appeal within 10 days of the assessment decision to the IQA or the Manager
- Within a further 14 days provide, present a full case in writing

In making an appeal the learner must provide the following information in writing

- Their name and registration number (if issued)
- The Centre location
- The qualification title and unit
- The name of the assessor
- The date of assessment
- An outline detailing the reason for the appeal together with any supporting evidence or information such as assessment documentation

Learners are to be assured that any such appeal will be dealt with in good faith and that they will not be disadvantaged should the appeal subsequently not be upheld.

#### **Stage 2**

In the event that the learner is not satisfied with the outcome, they may progress their appeal for a decision from the Quality Manager. A meeting will be held with the learner to discuss the outcome and every effort made to reach a resolution. However, if the learner is still not satisfied, the appeal will be referred to the awarding body.

#### **Stage 3**

In the event that the learner is not satisfied at Stage 2, they will be informed that the appeal will be referred to the relevant awarding body. The Quality Manager will contact the awarding organization

to inform them of the situation and forward all appropriate documentation as required. The Quality Manager will liaise with the awarding organization representative keeping the IQA and assessment staff fully informed of the outcome.

Examples for potential reasons for an appeal

#### **Preparation Stage**

- Expected collection of evidence is not within the assessment plan
- The assessment plan has not been discussed by the assessor with the learner
- The interpretation of the standards has not been fully discussed by the assessor with the learner before assessing the evidence

#### **Feedback Stage**

- Feedback is not provided according to assessment practice
- The assessor fails to inform the learner verbally or in writing that the evidence is insufficient at that further evidence is required
- The learner disagrees with the assessment decision not to accept the evidence submitted

The IQA will review the relevant documentation and assessment material with the Quality Manager and the learner advised in writing of the outcome.

#### **Contact information in the event of an appeal**

All correspondence and initial contact can be made to either the assessor, the IQA or the Programme Manager. Contact details can be found in the online learner portfolio.