

Appeals Policy and Procedure



Commitment

Hele Hub CIC are committed to providing an open and fair assessment process to learners.

Purpose

The purpose of this policy and procedure is to make it clear to learners of what to do if they feel the need to appeal against an assessment decision made.

Scope

This applies to all Hele Hub CIC staff and learners.

Responsibilities

The overall responsibility lies with the Managing Director , who is responsible for the update and communication of this policy to all staff, associates and learners.

Managing Director will investigate and respond to any appeals raised with them by the IQAs within 5 days of being made aware of the appeal by liaising with the IQA and the External Quality Assurer from the Awarding Organisation (if necessary)

IQA will investigate the appeal by liaising with the assessor, the learner and referring to awarding organisation guidance. They will respond to the learner within 5 working days of being made aware of the appeal. If the learner is still not happy with the outcome it is referred, in writing, to the Managing Director

The Assessor in the first instance will review the learner's request for appeal and evaluate the evidence for changing the assessment decision. A response must be given within 5 working days.

If the learner is not happy with the outcome, the learner will make an appeal in writing, immediately to the IQA with evidence to justify the assessment decision made.

The learner will in the first instance discuss the appeal with the assessor. A record of this must be made on the review. If the assessment decision is not changed the learner then has the right to appeal, in writing, to the IQA. They have 5 working days to respond. If the learner is still not happy after the IQA's decision, they can appeal to the Centre Coordinator, who can then liaise with the awarding organisation if necessary.

There may be a cost from the awarding organisation to the learner at this stage.

Communication and Storage

This will be communicated to staff and Freelancers at induction and to learners through portfolio and feedback

Learner Appeals Procedure

If you wish to make an appeal of an assessment decision made by your assessor, you must follow the following steps:

Step 1

Appeal verbally with your assessor at the time of feedback. The assessor will consider your appeal and give you their final decision on the assessment decision within 5 working days.

There is no charge.

Step 2

If you still disagree with the assessor's decision, you may appeal in writing to the Internal Quality Assurer kym_lee@sky.com They will consider your appeal and give you a decision within 5 working days.

There is no charge.

Step 3

If you disagree with the IQA's decision, you may appeal to Jill Mayell Director, in writing [@ the businesses address](#) who will liaise with the External Quality Assurer from the Awarding Organisation to confirm a final decision.

There is a charge of £45 At this point.

Document / Policy Change Request

Changes to this policy and procedure will be dealt with by the Managing Director

Document / Policy Reviewing and Approving

This will be reviewed bi-annually.

References

Learner Appeals Procedure

Glossary

- Aims:
- To enable the learner to enquire, question or appeal against an assessment decision.
 - To attempt to reach an agreement between the learner and the assessor at the earliest opportunity.
 - To standardise and record any appeal to ensure openness and fairness.
 - To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.
 - To protect the interest of all learners and the integrity of the qualification.