



**ENABLE**

The Voluntary and Community Sector  
Learning and Skills Consortium

# **Accreditation Appeals Procedure**

**Change History**

<b>First Published:</b>		02/10/2005	<b>Originally Created by:</b>	Accreditation Lead
<b>Person Responsible for Policy:</b>		Enable CEO		
<b>Date of Review</b>	<b>Reviewed by</b>	<b>Policy changes</b>	<b>Approved by</b>	<b>Date of next review</b>
19 Feb 2018	Standards Officer	Small changes to wording, referencing and formatting.	Operations Manager	24 July 2019
24 May 2018	Standards Officer	Adapted to include online exams.	Operations Manager	24 July 2019
21/04/2020	SMT	No Changes	CEO	21/04/2021

**Purpose**

The Appeals Procedure is intended to ensure that Learners and Apprentices are treated fairly and equitably in respect of the procedure for assessment and online exams.

**Scope**

All appeals by Learners and Apprentices pertaining to learning through Enable's centre status.

**Responsibilities**

Learner / Apprentice - To make an informal attempt to resolve the situation.

Tutor / Assessor - Follow correct policies and procedures regarding assessment and respond to learner queries.

Internal Verifier/Internal Quality Assurer - Ensure the Tutor or Assessor follows the correct policies and procedures and that any learner issues are resolved appropriately.

Arbitrator / External Verifier/External Quality Assurer / External Quality Assurer– Independent assessment of the situation.

**Procedure**

The learner must make an informal attempt to resolve the situation.

In the case of an individual assignment, assessment or online exam the learner must approach the Tutor/Assessor.

If you are not happy with the answer you get please contact the Course Leader or your Internal Verifier/Internal Quality Assurer and attempt to negotiate an agreed outcome.

In the case of an end-of-course assessment or online exam decision, the learner must approach the Course Leader /Internal Verifier/Internal Quality Assurer.

No formal appeal will be considered until this informal attempt at resolution has been made. This informal stage of resolution must be completed within 10 working days of the Learner or Apprentice being notified of the assessment decision.

If an agreement is reached at this stage, the member of staff involved in negotiating the resolution must inform any other staff involved.

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In the event of the dispute not being resolved informally, the learner should complete the Assessment Appeals Form. This will be forwarded to the awarding body for the External Verifier/External Quality Assurer who will look at all the evidence and either uphold or reject your appeal.

This form must be completed within 10 working days of the grade being notified to the learner.

The completed form must be sent immediately to the Internal Verifier/Internal Quality Assurer at Enable, who will organise with other relevant Enable staff the appointment of an independent Arbitrator (External Verifier/External Quality Assurer) to consider the appeal.

### **The role of the Arbitrator(s):**

The Arbitrator(s) will examine the disputed assignments, online exam and other relevant documents and, where necessary, question staff and the learner.

The Arbitrator(s) should attempt to complete these tasks and reach a decision within 15 working days of receipt of the Appeals Form.

If a decision cannot be reached within this timescale and more time is required, the learner and relevant staff will be kept informed.

### **The decision of the Arbitrator(s)**

The written decision, giving reasons for upholding or dismissing the Learner's or Apprentice's appeal, will be sent to the Contract Manager and the Internal Verifier/Internal Quality Assurer at Enable. All participants in the appeal will then be informed.

### **Related Documents**

- Access to Fair Assessment Policy
- Malpractice Policy
- Malpractice Procedure
- Assessment Appeals Form

**Signed:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_