

Xact Consultancy and Training Limited

Appeals Policy

1. Introduction

The processes and procedures of Xact's as an assessment centre are based on impartial, reliable and valid judgements. The purpose of this policy is to:

- a) enable learners to enquire, question or appeal against an assessment decision.
- b) reach agreement between learner and assessor at the earliest opportunity.
- c) standardise and record any appeal to ensure openness and fairness.
- d) facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.
- e) protect interests of all learner's and integrity of assessment process and qualifications.

2. Definitions

Learners: Those who have had or are having their work assessed.

Appeal: A request from a learner to revisit an assessment decision which they consider disadvantages him/her.

Appeals Procedure: A standard, time-limited, sequenced and documented process for the centre and learner to follow when an appeal is made.

3. Responsibilities

Learner: Responsible for initiating the Appeals Procedure, in the required format, within a defined timeframe, when they have reason to question an assessment decision.

Third party: Consideration will be given by the Head of Centre to enable a third party to appeal on a learner's behalf providing written permission is provided by the learner.

Assessor: Responsible for providing clear achievement feedback to a learner. The assessment feedback form provides an opportunity for the learner to reflect on assessment decisions. If assessment decisions are questioned, the assessor is responsible for processing the learner's appeal within the agreed timescale.

Internal verifier: Responsible for judging whether assessment decisions are valid, fair and unbiased.

Head of Centre or Centre Manager: Responsible for submitting an appeal in writing to the awarding body if the learner remains dissatisfied with the outcome of centre's internal appeals procedures. Head of Centre will also monitor the appeals process to inform development and quality improvement as appropriate.

4. Procedure

- a) Inform learner at induction of Appeals Policy.
- b) Record, track and validate any appeal.
- c) Forward appeal to awarding body when a learner considers that a decision continues to disadvantage her/him after internal appeals process has been exhausted.
- d) Retain appeals records for inspection by awarding body for a minimum of 18 months.
- e) Maintain a staged appeals procedure.
- f) Take appropriate action to protect interests of other learners and the integrity of the assessment process and qualification if the outcome of an appeal questions validity of other results.
- g) Monitor appeals to inform quality improvement.
- h) Periodically review policy.

5. The Appeal

A learner has the right to appeal against assessment decisions made by their assessor if they believe, for example, that the learner:

- a) has not received reasonable notice prior to an assessment
- b) ill health or other extenuating circumstances has affected his/her performance
- c) treatment is in violation of Centre's Equality and Diversity Policy

The assessor has:

- d) not assessed learner against stated criteria
- e) not applied procedures properly and fairly when arriving at judgements
- f) made an incorrect judgement about learner's work
- g) incorrectly questioned adequacy of range, nature and comprehensiveness of learner's evidence

6. Appeal process

Stage 1

- a) Learner appeals to Xact's Centre Manager within 15 working days of receiving assessment decision.

- b) Approved Centre Manager refers appeal to assessor within 10 working days from receipt of appeal.
- c) Assessor and learner attempt to resolve issue within 15 working days from receipt of appeal. Assessor should refer appeal to Internal Verifier for stage 2 of appeals process if no satisfactory outcome is agreed. This should occur within 10 working days of failure to resolve appeal.

Stage 2

- a) Within 10 working days from receipt of referral, the Internal Verifier will review learner's appeal, make a judgement based on evidence presented and report decision in writing to assessor and learner.
- b) If learner is not satisfied with outcome, the Internal Verifier should notify Approved Centre Manager within 10 working and appeal moves to stage 3.

Stage 3

- a) Within 10 working days from the matter being passed to the Approved Centre Manager, the appeal is directed to another internal verifier not previously involved in assessment of learner. The internal verifier will review the learner's grounds for appeal and make a judgement on the assessment decision based on all evidence presented.
- b) Internal verifier should report the decision in writing to centre manager within 10 working days.
- c) Centre Manager informs all parties of internal verifier's decision within 10 working days.
- d) This is the final stage of internal appeal process. If learner is not satisfied with outcome of stage 3, he/she may directly appeal to awarding body.

6.1 Appeal submission

Address appeals to: Centre Manager and submit by either:

Email: appeals@xact.org.uk

Post: Xact Training, 3 Abbey Lane Court, Evesham, Worcestershire WR11 4BY

6.2 Notes

- a) All stages of an appeal will be recorded and filed within centre's information management system and awarding body informed.
- b) Where time frames cannot be achieved e.g. the assessor is on annual leave, learner will be notified of amendments to time scales.