

SIGTA LTD

Learner Appeals Procedure

Date	Version	Description	Checked	Approved
15-01-26	2.4	Annual review of this policy review completed. Minor updates to format and content (format). Purpose added in line with EAL requirements. Introduction of version control table to record amendments made.	 Mike Driscoll IQA - SIGTA	 Alison Foxwell CEO -SIGTA

Next revision due: 15-01-27

Candidate Appeals

Purpose

The purpose of this policy is to provide guidance for learners on how to make an appeal against assessment decision or any other academic decisions made by the Centre.

Grounds for appeal

A candidate may appeal against any assessment decision or any other academic decisions if they believe that the decision is unfair or unreasonable.

Awareness of the Appeals Process

All candidates must be informed of the centre's appeals process on commencement of their qualification. Communication of this procedure will be provided during induction process to all learners.

Pre Appeal action

Where practical, the candidate should discuss their objection to the assessment decision with the assessor prior to making a formal appeal. The assessor should be open-minded to the points raised by the candidate, discuss the matter with the Internal Quality Assurer and seek a solution that makes an appeal unnecessary. If this cannot be achieved the candidate must be advised of their right to appeal. Note: The assessor should not compromise their assessment decision to avoid an appeal.

The Appeals Process

- Appeals must be made in writing by the candidate, to the Centre Co-ordinator, within 10 days of the candidate being notified of the assessment decision against which the appeal is being made.

When making an appeal, candidates, must provide their full name, contact details, and include a daytime telephone number along with:

- A full description of their appeal (including the subject matter and dates and times if known);
 - Any names of the people they have dealt with so far;
 - Copies of any papers or letters to do with the appeal; and
 - Any other factors for consideration such as any extenuating circumstances that the candidate either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.
- The written appeal must be copied by the centre co-ordinator to the assessor who made the decision and to the IQA responsible for the assessor.
 - The Centre Co-ordinator must identify a member of the qualification programme team to evaluate the evidence and give a judgement (the "Appeals adjudicator")
 - This adjudicator must hold relevant Assessor qualifications, be technically competent in the skill area being assessed and be knowledgeable of awarding bodies systems and procedures.
 - The Centre Co-ordinator must ensure that the organisational structure of the Centre is not a barrier to an objective judgement of the appeal. If necessary, the centre should access independent resource to achieve this.
 - The Appeals adjudicator and where appropriate independent advisor will report back to the Centre Co-ordinator who will make the final judgement on the appeal.

- If the candidate is unhappy with the appeal outcome, they may have a further right of appeal to the awarding body with whom they are registered with for the disputed qualification. Full details must be provided to the candidate at this stage of the appeals process.

Final Notes regarding Appeals Policy and Procedure

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly.

Should you address your appeal to your awarding body and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. Either a representative of SIGTA Ltd or the awarding body will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

Conclusion

- The adjudicator's judgement must be communicated to the candidate by the Centre Co-ordinator in writing within 21 days of the written appeal being received.
- This communication to be copied to the assessor against whom the appeal was raised, the IQA and the appeal adjudicator.
- The Centre Co-ordinator must retain full details of the appeal within the centre file for a period not less than 5 years.
- If the appeal is successful the centre co-ordinator must identify the specific failure in the Centre's assessment regime and implement corrective actions.

Note:

- The Centre Co-ordinator is at liberty to seek guidance from the EQA on any aspect of the appeals process.
- A successful appeal is not a reversal of the original assessment outcome: to establish this the candidate may need to be re-assessed.
- The timescales quoted in these procedures are normal maximums. In extreme cases the timescales may need to be longer in which case the reasons for the longer timescales are to be documented and the candidate informed.

Specific appeal requirements stated by individual Awarding Bodies will take priority over the appeals process stated above and must be followed in all cases.

If you have any queries about the contents of this policy, please contact Alison Foxwell, Chief Executive, directly on 01273 427602 or email afoxwell@sigta.co.uk