



## Appeals Policy –

All Learners have the right to appeal assessment and verification decisions made on their work, the flow chart below demonstrates the appeals process fully.

**The Learner Appeals against assessment decision procedure is here to support you and will not affect your learning in any way.**

If you disagree with an assessment decision within your chosen qualification.

Discuss with your Teaching Learning Advisor your reasons for appeal

OR

If you do not feel comfortable with this

TLA or IQA will contact you within 7 days with the outcome/result of your appeal

Contact your IQA

Was it sorted out?

Yes No action will be taken

No What happens next?

Your TLA or IQA will contact you and complete a Learner Assessment Appeals Application form with you.

(You might like to bring a work colleague with you for support).

The appeal will be passed onto the Internal Quality Assurance Lead who will contact you to meet and discuss this. They will also speak to your TLA.

Verbal feedback supported by written confirmation will be provided within 10 days

Was it sorted out?

Yes

No What happens next?

The External EQA Lead, who represents the Awarding Organisation for your qualification will be contacted and they will investigate further. They will decide what action to take and issue their decision. If you are still not satisfied with the final decision that is made by the relevant awarding body regarding the appeal, you, the learner, can raise the appeal to the Qualification Regulator; who's decision is final.