

APPEALS PROCEDURE POLICY

DATE CREATED:	November 2013
DATE REVIEWED:	June 2019
SIGNATURE:	
DATE OF NEXT REVIEW:	June 2020

This policy was written for Greatwood by Laura Wickham and updated by Alex Shaw. It will be reviewed annually and updated in line with any new recommendations or legislation as it is made available.

Appeals Procedure for Learners

Greatwood has a commitment to treat all learners fairly and equally. Appeals procedures are part of the process of ensuring that Greatwood both operates and is seen to operate in a manner that upholds this ideal.

All learners have the right to appeal against a grade he or she has received for a qualification and to challenge the outcomes of their assessment. Learners might appeal on a variety of issues listed below:

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The opportunities offered in order to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- Access to Internal Quality Verification
- Administrative issues e.g. failure to register/apply for certification

Staff and students are made aware of this policy which can be found on the Greatwood website or main reception on request. The policy is reviewed annually and may be amended in response to feedback from students, staff and external organisations.

When dealing with a learner who is dissatisfied with a formal decision taken by Greatwood, the first stage is to ensure that the individual has as much information as possible on the reasons for the decision. The learner should be referred to the Internal Quality Assurer who can give an explanation and will then attempt to find a solution with the Learner, Assessor and Internal Quality Assurer.

If a learner wishes to appeal they should follow the procedure below:

If possible, in the first instance, talk to the member of staff responsible for delivering the qualification, about the reason they wish to appeal. The member of staff is responsible for explaining to the learner why they received this grade. The awarding body would be notified at this stage.

If the learner is not satisfied with the explanation, Greatwood will aim to re-mark the work, or re assess the practical task using another member of staff involved with the qualification and then inform the learner of the result of the re-marking

If the student wishes to continue the appeal, the appeal is to be lodged with the Internal Quality Assurer, or Helen Yeadon, Managing Director, within 25 working days of the learner being notified of the assessment decision.

If the learner already has as much information as possible and still perceives the decision to be unfair then they should be advised to make a formal complaint and follow the Greatwood complaints procedure.

If the student is still dissatisfied with the outcome of Greatwood Centre Appeal, they can make an appeal to NOCN, 1st4Sport or other relevant exam body, directly and this must be done within 25 working days of the receipt of the outcome of the Greatwood Centre Appeal. (Fees apply for this procedure).

Please see the information and forms for the relevant awarding body; For example, 'NOCN Appeal about an award of credit or qualification procedure' and 'NOCN Appeal about an award of credit or qualification form'.