



Appeals Policy and Procedure

Appeals Policy

Candidates should have access to fair and reliable assessment. If this access is to be meaningful the candidate must have the right to appeal against assessment decisions which are unclear or seem unfair.

This policy concerns assessments and qualifications delivered by AHPO that are awarded by Pearson.

Aim:

- To enable the learner to enquire, question or appeal against an assessment decision
- To attempt to reach agreement between the learner and the Assessor at the earliest opportunity
- To standardise and record any appeal to ensure openness and fairness
- To facilitate a learner's ultimate right of appeal to the Awarding Body, where appropriate
- To protect the interests of all learners and the integrity of the qualification.

In order to do this, AHPO will:

- inform the learner at induction, of the Appeals Policy and Procedure
- record, track and validate any appeal
- forward the appeal to the Awarding Body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted
- keep appeals records for inspection by the Awarding Body for a minimum of 18 months
- have a staged appeals procedure
- will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- monitor appeals to inform quality improvement.

Appeals Procedure

The Appeals Procedure must provide an appropriate audit trail of the process and be clearly logged with concise detailed information at each stage.

Stage 1

The candidate should raise the issue with the assessor during/at the end of an assessment session or within 10 working days of the assessment.

The assessor must reconsider the reasons underpinning the decision and provide clear feedback. If the assessor is upholding the original assessment decision, then the candidate must be provided with full information describing what is required to demonstrate their competence. This should be provided in writing*, and relate specifically to the standards relevant to the assessment decision.

If the candidate remains unhappy with the decision, the candidate then completes an Appeals Form** which will be forwarded to the IQA.

Stage 2

The IQA reviews all evidence and assessment records in order to consider the appeal. A decision should be made within 10 working days and the candidate and assessor must be informed orally and in writing using the appropriate section of the Appeals Form.

If the candidate is dissatisfied with the decision the appeal proceeds to stage 3.

Stage 3

The IQA should pass all records to the appropriate AHPO Head of Centre. The Head will convene an Appeals Panel consisting of, for example, the appropriate Head/IQA, a different assessor and an independent IQA who has not assessed or quality assured the learner's work.

Both the candidate and the assessor will be invited to make their case to the Panel. The Panel will reach its decision within 10 working days.

Results of the Appeals Panel will be the final internal stage.

Detail of all appeals will be made available to the External Quality Assurer. The External Quality Assurer is able to provide advice, but should not be involved in the appeals process itself. If the appeals procedure has been exhausted and the candidate is still dissatisfied, the candidate can make a final appeal to the Quality Manager of the relevant Awarding Organisation.

Appeals documentation will be sent to the Head of Quality for an overview and report to the Head of Centre.

* If the candidate is unable to use the forms or there is a barrier to writing information on the appeals forms, other appropriate substitute methods may need to be adopted e.g. dictation to another person helping the candidate with the appeal.

Candidate's Assessment Appeal

Candidate Assessor IQA	Date of assessment Unit(s) assessed Qualification
Stage One: Assessment details:	
Candidates reason for appeal:	Assessor comments:
Appeal resolved YES/NO	Stage Two Required YES/NO
Candidates signature	Date
Assessor signature	Date

Stage Two: IQAs decision:	
Date appeal received	Date of reply
IQAs signature	Resolved
Stage Three required	Date notified

Stage Three: Appeals panel:	
Those on Panel: Head (Chair)	
Different Assessor	
Independent IQA	
Present:	Candidate
	Assessor
Decision and rationale of Appeals Panel	
Head of Centre Signature	Date:

The above decisions and reasons have been explained to me and I accept the assessment decision

Candidate's Signature

Date:

Stage Four: External Appeal:

The learner is dissatisfied with the outcome.

The grounds for appeal and any supporting documentation must be submitted by the centre to Pearson within 14 days of the completion of Stage 3: a fee is levied.

Information about how to make an appeal to the Awarding Organisation (for BTEC apprenticeships and diplomas) can be found in **Enquiries and Appeals about Pearson Vocational Qualifications policy 2016** than can be downloaded from:

https://qualifications.pearson.com/content/dam/pdf/Support/policies-for-centres-learners-and-employees/Enquiries_and_Appeals_on_Pearson_Vocational_Qualifications.pdf