



**Appeals Policy/Procedure**

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Aptitude Organisation CIC - APPEALS POLICY

Responsibilities in Appeals

**Learner:** responsible for initiating the appeals procedure, in the required format, within a defined time frame, when s/he has reason to question an assessment decision.

**Assessor:** responsible for providing clear achievement feedback to learners. If assessment decisions are questioned, the assessor is responsible for processing the learner's appeal within the agreed time.

**Internal verifier/lead internal verifier/senior management:** responsible for judging whether assessment decisions are valid, fair and unbiased.

**Head of Centre:** responsible for submitting an appeal in writing, to Awarding body if the learner remains dissatisfied with the outcome of the centre's internal appeals procedures.

**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, this centre will:**

1. Inform the learner at induction, of the Appeals Policy and procedure.
2. record, track and validate any appeal.
3. 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.
4. keep appeals records for inspection by the awarding body for a minimum of 18 months.
5. have a staged appeals procedure. See below.
6. 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.
7. monitor appeals to inform quality improvement.
8. All appeals at or above Stage 2 must be recorded. Records must be retained for at least 18 months.

**Appeals procedure**

**Stage 1** – informal discussion with member of staff assessing. If a resolution is found, the member of staff should record the discussion for reference only, as part of best practice. If a resolution is not achieved, the discussion should be formally recorded and passed on to the programme leader, unless the decision under review is that of the programme leader. If this is the case, the Senior Management Line Manager for the subject area should be approached.

**Stage 2** – formal review. Programme leader and IV/Lead IV review the assessment decision. A written reply will be given to the learner within 2 school week

**Stage 3** – Appeal hearing. The learner must apply to the Youth Course Director in writing within 4 school weeks of the initiation of the stage 2 formal review. An appeal panel, appointed by the Course Director, will meet and review the evidence. A formal response will be given to the learner.

**Stage 4** – External appeal: The grounds for appeal and any supporting documentation must be submitted by the centre to awarding body Aim Awards and Assessment Group within 14 days of the completion of Stage 4: a fee is levied.

### **Appeals Procedure**

- Students will be informed about the appeals procedure and have access to a copy of the written procedure.
- Aptitude's nominated centre lead for the relevant course will be responsible for the management of internal appeals, and supported by the director responsible for the Award centre.
- The Director responsible for the award centre will be provided with any appeals and their outcome.
- Appeals will be considered by at least 3 people (at least one of whom should not have been involved with the assessment decision). Appeal board will have no conflict of interest and remain impartial.
- A clear timescale in terms of the student getting a response to the appeal is laid out on the appeals form.
- Students will be allowed representation by a parent/guardian/friend if requested.
- Written records of all appeals will be kept by Aptitude Organisation CIC including the outcome of the appeal and reasons for the outcome.
- A copy of the appeals record will be given to the student.
- Awarding body Aim Awards and Assessment Group will be informed by Aptitude Organisation CIC if any outcome of an appeal has implications for the conduct of assessments of the issue of results at the award centre.
- Full details of any appeal must be made available on request.
  
- Students can only appeal on the following grounds:-
  - If they feel the grading criteria is being met.
  - If they feel that they have not been supported during the assessment of the unit.
  - If the tutor is not willing to accept alternative evidence as meeting the evidence requirement.

INTERNAL APPEAL RECORD FORM

Qualification:	Unit Number:
Student:	Assessor:
Internal Verifier:	Quality Nominee:
<b>Stage One (Unit Assessor)</b>	<b>Response within 5 working days</b>
Reason for Appeal (please give full details):	Outcome:
Date:	Date:
	Assessor Signature:
	IV Signature:
	Signature:
<b>I agree/disagree with the outcome of Stage One of the appeal.</b>	
Student signature:	
<b>Stage Two (Internal Verifier)</b>	<b>Response within 5 working days</b>
Please enter here the reason for disagreement with outcome of first stage of appeal:	Outcome:
Date:	Date:
	IV Signature:
	Assessor Signature
	Signature:
<b>I agree/disagree with the outcome of Stage Two of the Appeal:</b>	
Student Signature:	
Student Signature:	

## Appeals Policy/Procedure

## INTERNAL APPEAL RECORD FORM

Stage Three (Senior Manager)	Response within 5 working days
Please enter here the reason for disagreement with outcome of second stage of appeal:	Outcome:
Date:	Date: IV Signature: Assessor Signature Signature:
I confirm that I have received and read a copy of this internal appeal record form.	
Signature of Head of Centre:	
Date:	
Name of Head of Centre:	