



# Appeals Policy

## Appeals policy

For fairness and to accommodate differing points of view, EDLounge Ltd allows learners to appeal against any assessment result should they feel that the assessment was not conducted properly, accurately, fairly or conclusively. Some of the reasons for appeal may be:

- assessments not structured along the specific learning framework of the subject matter and skills involved
- the framework for the assessment was not clearly drawn nor made known to the learner before each assessment (in case of verbal questions, request for demonstration or presentation etc.)
- assessors misunderstood, omitted or failed to observe specific answers or point(s) of reference; emphasis or contents of work presented; skills or techniques employed
- assessors did not follow the requirements of the frameworks.
- assessment was biased, unfair, incomplete or inaccurate.

Aim:

- To enable the learner to enquire, question or appeal against an assessment decision
- 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 integrity of the qualification.

In order to do this, the centre 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**

Appeal procedures are as follows:

1. The learner will upon receipt of his/her assessment results inform the Examination Board of his/her intention to appeal against the results of assessment immediately, and within 7 working days from the release of results.
2. The appeal will be made on the Appeal Against Assessment (AAA) form stating the reason(s) for appeal together with any supporting documents.
3. Upon receipt of the appeal, the assessor will be notified of the appeal and be asked to consider the reason(s) or opinion(s) of the learner/trainee.
4. The assessor will write, within 7 working days, to inform the Examination Board of any findings and decision to adjust the assessment results, if any. Otherwise, the assessor will confirm maintaining his/her original assessment.
5. The Examination Board will upon receipt of the assessor's reply decide if further action should be taken. A different assessor may be appointed to re-assess the work.
6. The Examination Board will decide on the appeal within 3 weeks of the receipt of the appeal document.

This policy will be reviewed every 12 months by the Head of EDlounge and Quality Assurance Manager.

Version No	Purpose / Change	Lead	Inception/ Review Date	Next Review Date
1	Document Inception	Mick Farrar Quality Manager	April 2017	April 2018
2	Document review update	Mick Farrar Quality Manager	April 2018	April 2019
3	Document review update	Mick Farrar Quality Manager	April 2019	April 2020
4	Document review update	Ian Gunn Head of Centre	April 2020	April 2021