

Learners Appeals Procedure

Overview

Not all of Projecting Success's learners will be happy with the service that they have received, and it is important that is brought up with appeals team.

This policy is directed towards all Projecting Success staff that are involved in the management, training or assessment and quality assurance of the Academy 4PM Level 4 Data Analyst Apprenticeship. The staff member taking the complaint should always be friendly, polite, and helpful; and try their best to resolve the problem if possible. It is integral that all learners will be made aware of the content of this policy.

When is an appeal necessary?

- If a learner believes that Projecting Success did not apply procedures properly, fairly, or consistently in relation to the assessment decision
- If a learner disagrees with our decision on the allocation of reasonable adjustments or special consideration.
- If a learner disagrees with the action taken against them following an investigation into malpractice
- If a learner believes there were errors with the question paper that impacted on the results of the assessments

Appeal Procedure:

For all Assessments

- Learners should initially discuss with a representative of the Projecting Success learning staff the cause of dissatisfaction. This can be done by emailing rebeccabf@projectingsuccess.co.uk
- This should be made clear at this point of contact.
- Projecting Success will ensure that every appeal discussion is recorded with the date and outcome.
- If there is no resolution with Projecting Success, the learner has the right to appeal directly to the End Point Assessment Organisation. Alternatively, a Projecting Success representative can do this on behalf of the learner.
- Should this happen, learner appeals must be made to Academy4PM as per the Academy4PM Appeals Policy within 20 days of the assessment.

For Manual Marking

- Where necessary the assessment will be re-marked.
- If this does not provide satisfaction the Learner may raise a formal appeal in writing to the Centre Lead IQA, clearly outlining the circumstance of the appeal.
- If required, the assessment will be re-marked again, and any aspects of the Learner's performance during the assessment taken into consideration.
- In some circumstances the Learner may be offered a free re-test (e.g., hardware or software problems).

For Automated Assessment

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- Assessments are undertaken using automated testing software which has been approved by the ECDL Foundation. In the event of a Learner raising a complaint the assessment report that will have been produced by the system will be fully discussed with the Learner.
- An action plan will be agreed, and a further assessment date scheduled. In some circumstances the Learner may be offered a free re-test (e.g., if there have been hardware or software problems).

For Evidence Based Assessment

- The Learner should appeal in writing to the tutor clearly stating their reasons for disagreement and the evidence in the portfolio which the Learner believes meets the competence requirements of the knowledge and understanding and skills and techniques. The Assessor will meet with the Learner and go through the assessment process, clearly explaining the outcome. The tutor will confirm the outcome in writing to the Learner.
- Learners who are not satisfied with the outcome following a meeting with their tutor, may then appeal in writing to the Internal Verifier. The Internal Verifier will meet with the Learner and the tutor and will confirm the outcome in writing to the Learner.
- Learners who are not satisfied with the outcome following meeting with their Assessor and Internal Verifier and have exhausted all the internal appeals procedures may then appeal to Academy 4PM. The Training Provider will be requested to provide reports from Stages 1 and 2.

How long will the review take?

Projecting Success will acknowledge the appeal within 2 working days and will notify the learner who will be handling the investigation. This will be someone who has no personal involvement with the matter of appeal.

The outcome of the appeal will be made available within 20 working days. Should longer be required for investigation related reasons, the learner will be informed promptly.

Decision

The outcome of the appeal will be either to accept and act, or to reject it. If Projecting Success do not feel the appeal is valid, the learner will be informed of the decision in addition to why this was the outcome. All decisions will be communicated via writing.

Appealing Against a Decision

If the learner does not agree with the decision outcome, they have the right to a final independent review, of which must be made within 15 working days of the decision.

The independent review will be conducted by someone who is not a Projecting Success employee but has the relevant competence to judge the appeal. This may involve further discussions with both parties involved in the appeal.

The Learner will be notified of the outcome 20 working days after receipt of the independent review request.

The independent Reviewer's decision is final regarding the extent to which Projecting Success consider the appeal. Should the appeal party still be dissatisfied, they have the right to raise this directly with the relevant Regulator (this applies to regulated qualifications only).

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Functional skills

For all Functional skills Highfields qualifications if learner wishes to appeal against a decision taken by a Centre, they must first go through the Centre's appeals process before bringing the matter to Highfields.

Appeals Process

Interested parties have 10 working days from the date we notified you of the decision you are appealing against in which to lodge an appeal. If an interested party has raised an enquiry about a result or assessment decision the 10 working days will run from the date that Highfields sent its decision regarding that enquiry.

Learners who wish to appeal about their assessment results or about a related decision should either be supported by their Centre and should have exhausted the Centre's own appeals process before appealing to Highfield. In the latter case, learners must provide Highfield with evidence that they have first appealed to their Centre.

When submitting an appeal, please provide in writing relevant supporting information such as the following where relevant.

- learner's/apprentice's full name and Highfield registration number
- learner's/apprentices date of birth
- name of the Centre or Employer/Training Provider; Highfield Enquires and Appeals Procedure. 2019
- name of the Nominated Tutor/End-Point Assessor and/or any other relevant person.
- date(s) Highfield's decision was made.
- title of the Highfield qualification/EPA taken, or nature of service affected (if appropriate).
- Full grounds of the appeal together with evidence to support your appeal.
- contents and outcome of any relevant investigation carried out by the Centre/Training Provider/Employer relating to the issue; and
- a copy of Highfield's decision which you would like to appeal.

First Review of the Appeal

Upon receipt of any appeal, a Highfield Senior Manager will usually acknowledge receipt of the appeal within 1 working day.

Seeking an Independent Review

If you are unhappy with the decision of the First Review you have the right to invoke the final stage of the Procedure and Highfield will arrange for an Independent Review to be carried out.

A further fee of £350 plus VAT is required (this is additional to the fee required for the First Review). The appeal fee, together with any written submissions you consider to be relevant, must be received by Highfield within 10 working days from the date we notified you of the decision of the First Review. Highfield reserves the right not to hear your appeal if the required funds are not received by Highfield within this time limit.

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Learner Appeal Form

Section 1 – Personal Details

Name

| | |
|--------------------------------|--|
| Address | |
| Registration Number (if known) | |
| Contact Telephone Number | |
| Email Address | |

Any correspondence will be sent to the above address, so please ensure this is updated to avoid miscommunication

Section 2 – Assessment Details

Assessment Title

| | |
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| Provider | |
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Date of Examination

Section 3 – Grounds of Appeal

(Please tick the relevant box)

Mitigating Circumstances

☐

Administrative Error

☐

Examination Material Irregularity

☐

Other (please specify)

☐

Section 4 – Justification for your Ground of Appeal

Please provide justification for appealing your result below and continue with additional sheets if necessary.

Section 5 – Documentation Attached

I attach the following documentation as evidence for my appeal *(please tick the relevant box)*

Medical Evidence

☐

Other Documentation *(please specify)*

☐

Section 6 – Declaration

I am completing this appeal form to dispute my assessment result. It is completed with integrity and to the best of my knowledge. I give consent for this information to be discussed within Projecting Success staff with the attention of investigating my appeal.

Signature

Date

Please retain a copy of this for and all attachments for your records. Do not send original copies of medical certificates to Project Success as the training provider cannot guarantee that these will be returned.

Please return the completed form and attachments to

Rebecca Beresford-Fellows:

rebeccabf@projectingsuccess.co.uk


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To whom it may concern:

I can confirm as a member of the Senior Leadership Team that I fully agree with the content of this policy as part of the annual review.

Name: David Matthews

Position: Apprenticeship Operations Manager

Signature: 

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