

Appeals Procedure



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Appeals Procedure September 2021-2022	
AIM:	To provide clear direction to staff and service users about raising appeals against academic decision
NAMED STAFF/PERSONNEL WITH SPECIFIC RESPONSIBILITY FOR THIS POLICY	<ul style="list-style-type: none">• Lead – Anita McGreevy• Deputies – Lauren Breakell• Nominated Trustee – Holly Clare
DISTRIBUTION:	<ul style="list-style-type: none">• CWP staff, volunteers and learners• Service users• Website
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AUTHOR:	Anita McGreevy – Compliance & Operations Manager
APPROVED BY:	Bill Adams – Chair of Trustees

Appeals Procedure

The scope

The following sets out the appeals procedure for Creativity Works Preston (CWP). This procedure applies to all those programmes leading to an award or a qualification where an assessment of the learner's performance is made by the Assessor and the result of that assessment is considered in the determination of either a pass or fail.

Where an assessment is an element in the award of a qualification by an external validating or Awarding Organisation then the body concerned will be kept fully informed of any appeal. If necessary, representatives of the Organisation may be involved in any stage of the appeals procedure.

A written record of all appeals will be kept by CWP and will include the outcome of the appeal and the reasons for the outcome. A copy will be given to the learner.

All Learners will be made aware of the appeals procedure during their induction.

Procedure

Stage 1

Should a learner disagree with the assessment decision they should first raise it with the Assessor as soon as possible, and no later than 5 days from when the decision has been given. All communication must be in writing.

Assessor will consider the appeal and provide a learner with clear explanation of the assessment decision following re-evaluation of the evidence. Following, if appropriate, assessment record will be amended.

Written feedback will be provided to the learner within 5 working days. The learner will have access to the correspondence between the Centre and the Awarding Body relating to their internally assessed work.

If the learner is happy with the decision this will be the end of the appeal. However, if the learner disagrees with the decision the appeal will move on to Stage 2.

Stage 2

The appeal is raised with the Internal Quality Assurer. This must be done in writing and include:

- A full description of the appeal (including the subject matter and dates and times if known);
- Any names of the people the learner dealt with so far;
- Copies of any papers or letters to do with the appeal; and
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

The Assessor must provide the original assessment record and associated evidence.

Appeals Procedure

The IQA must reconsider the assessment decision and this will involve an evaluation of:

- The Learner evidence and associated records
- The Assessors rationale for the decision
- The opinion of the candidate

The IQA will provide his reconsidered decision in writing and within 5 days from receiving the appeal.

If the learner remains unhappy with the reconsidered decision the appeal will proceed to the final internal stage.

Stage 3

A process will be followed through management who will consider and validate the learner's appeal. All original documentation must be presented including learner's work and assessor's decision alongside any communication. This will help ensure the correct process has been followed.

The final decision will be presented to the learner within 2 weeks. All documentation must be kept with the programme records.

If the candidate still disagrees with the outcome they may appeal directly, in writing, to the Awarding Body. CWP will provide the learner with contact details.

External Examination

Any learner who wishes to have an examination paper re-marked should make a request to the Compliance Manager as soon as possible after receiving the results. Learner should not contact the examination board directly.

The regulations of the appropriate Awarding Organisation/Examination Board will be followed.

Learner will be required to pay the appropriate fee, which may be refunded by the Awarding Organisation/Examination Board if improvement is made, subject to the regulations of the appropriate Awarding Organisation/Examination Board.

Learners should understand that, where an enquiry into a mark is requested, their unit score and their overall grade may go down as well as up.

Monitoring

CWP will monitor and review this procedure on annual basis.