

# Appeals Policy and Procedure

## 1. Policy Statement

Skill Step Group Ltd supports the right of candidates/learners to appeal against any assessment or malpractice decision made by Skill Step Group Ltd or our employees.

Skill Step Group Ltd is committed to ensuring that whenever its assessment employees assess a learners' work for any qualification and/or competency this will be done fairly, consistently and in accordance with the specification for the qualification/competency concerned, in order that all learner work is produced and authenticated according to the requirements of the appropriate awarding organisation.

Assessments will be conducted by staff with appropriate knowledge, understanding and skills, and consistency will be assured through processes of internal quality assurance and standardisation. If a learner has reason to believe that this may not have happened in relation to their work, they may make use of the assessment appeals procedure.

## 2. Purpose

- To enable the learner to enquire, question or appeal against an assessment or malpractice decision.
- To attempt to reach agreement between the learner and the assessor/centre 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 organisation, where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

### 3. Scope

All Skill Step Group Ltd employees and candidates/learners enrolled on a qualification, programme, training event or certified training course.

To process final appeals for assessment and malpractice decisions made against candidates/learners.

### 4. Roles and Responsibilities

#### 4.1 Lead Internal Quality Assurer

The Lead Internal Quality Assurer will lead the investigation and manage the appeals process, ensuring the candidate/learner is kept informed of progress at all stages of the appeal.

#### 4.2 The Assessor/Trainer

The Assessor/Trainer will fully support the appeals process and provide necessary paperwork to enable the appeals board to make a fair decision.

#### 4.3 Candidate/Learner

The candidate/learner making the appeal will provide necessary information to enable the appeals panel to make a fair decision.

### 5. Policy Implementation – Procedures

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Skill Step Group Ltd will inform the learner at induction of the Appeals Policy and Procedure and the Assessment Malpractice Policy and Procedure.

### 5.1 Informal appeal

The candidate/learner should make an attempt to resolve the concern with the Trainer who delivered the course or the assessor that made the assessment decision to come to a mutually agreed outcome.

In the case of a summative assessment decision, i.e. end of course decision, the candidate/learner can approach the Managing Director and/or the Assessors IQA.

No formal appeal will be considered until this informal attempt at resolution has been made. The informal resolution should be made within 1 year of completion of course and assessment decision.

### 5.2 Reasons for appeal

An appeal may be made against an assessment decision relating to:

- The mark for an individual item of coursework such as a worksheet or case study, if the qualification is graded
- The final result of any element of assessment, such as an observation or workbook.
- An external assessment, such as an online BTEC test or Functional Skills Assessment
- The final overall assessment decision for a qualification

An appeal can be made if the candidate/learner believes that:

- The assessment was not conducted in accordance with the centre's regulations and/or the awarding bodies assessment guidance, such as in the access to or process of assessment
- An administration error occurred at some stage during the assessment process

- Medical or other extenuating circumstances arose during the assessment process which affected the learner's performance and of which the assessor was not aware when making the assessment decision
- There was inappropriate or irregular behaviour on the part of the assessor

Please also see the Assessment Malpractice Policy & Procedure

### 5.3 Formal Appeal – Stage One

In the first instance the learner should discuss the reason for the appeal with the Trainer/Assessor on the day of the assessment (or as soon as possible thereafter).

### 5.4 Formal Appeal – Stage Two

If the candidate is still not happy with the outcome they should raise this within 7 days of undertaking stage 1 with the Lead Internal Quality Assurer. Details of the Lead Internal Quality Assurer are provided here:

Katie Hodgson

Skill Step Group Ltd

Alba House, 12a South Parade, Doncaster, DN1 2D

01302 618760

[katie@skillsteptraining.co.uk](mailto:katie@skillsteptraining.co.uk)

The Lead Internal Quality Assurer, or nominated deputy, will investigate the appeal and will aim to respond within 10 working days in writing.

### 5.5 Formal Appeal – Stage 3

If, upon completion of stage 2 of the appeals process, the learner feels that a satisfactory outcome has still not been reached, then a written appeal should be submitted to the relevant Awarding Organisation. Contact details for the relevant Awarding Organisation will be made available to the learner on request.

The relevant Awarding Organisation will investigate the matter thoroughly and respond in writing. Evidence may be requested in writing, in person or by telephone from the learner during the course of the investigation. Should the relevant Awarding Organisation allocated be unable to resolve the matter he/she will refer it to the relevant qualifications regulator (where applicable).

### 5.6 Formal Appeal- Stage 4 (Apprenticeships Only)

Stage four is the final stage of the appeal, if your appeal has not been resolved, you can take your appeal to the relevant qualifications regulator (where applicable) using their appeals procedure, however, you must have exhausted all options above. Contact details for the relevant qualifications regulator will be made available to the learner on request.

You need to provide regulators with the following information:

- What the appeal is about
- Your full name and candidate number (if you have one)
- The training provider's name and number
- The name of the awarding organisation or exam board
- The qualification or unit title and code number
- Copies of any relevant supporting documents.

Ofqual promise to:

- acknowledge receipt of your complaint within two working days of receiving it
- give you a full response within 30 working days.

### 5.7 Additional Information

Learners are required to notify the centre where the assessment is taking place of any medical problem which may adversely affect performance in the assessment process, so that a decision can be made for deferral prior to the assessment date.

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Any request for deferral of practical assessments due to medical reasons must be accompanied by a doctor's note (as per the terms and conditions of enrolment). Online BTEC and Functional Skills Tests are externally assessed by the awarding organisation. Skill Step Group Ltd will assist Candidates/Learners through the awarding bodies Appeals procedure should they wish to appeal against assessment decisions made on externally assessed exams and tests.

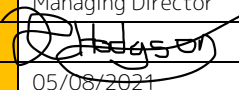
After work has been assessed and undergone internal verification (internal quality assurance) it is externally verified (externally quality assured) by the awarding organisation to ensure consistency between approved centres. External verification may change the assessment decision made internally although this is outside the control of Skill Step Group Ltd and is not covered by this procedure. Any appeal regarding an external verification decision needs to be made directly to the awarding organisation in line with its own appeals procedure.

Skill Step Group Ltd will keep appeals records for inspection by the awarding organisation for a minimum of 18 months and will monitor appeals to inform quality improvement.

Revision Status

Revision	Date	Amendment	Content Owner	Mandated By
1.0	05/08/20	Issued for use	K Hodgson	K Hodgson
2.0	01/08/21	Annual Review- minor changes to reflect structure changes	H Kirkham	K Hodgson
3.0	01/08/22	Minor changes to terminology.	H Kirkham	K Hodgson
4.0	28/10/22	E-Mail address change	K Hodgson	K Hodgson

Approval

Approved by:	Katie Hodgson
Job title:	Managing Director
Signature:	
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