

## **POLICIES AND PROCEDURES**

# **APPEALS POLICY**

### **1.1 Introduction**

This policy outlines the procedure for appeals at ISCS. It is also in place to ensure that there are clear procedures for learners to enable them to enquire about, question or appeal an assessment decision

### **1.2 Purpose**

- 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 corresponding Assessor.
- To protect the interests of all learners and 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 relevant awarding body if any 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 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.

### **1.3 Procedure**

- 1) Stage 1 – Informal: Learner consults with Assessor within a defined period of time following the assessment decision, to discuss an assessment decision. If unresolved, then the issues are documented before moving to stage 2
  - 2) Stage 2 – Review: Review of assessment decisions by Manager and/or Internal Verifier/Lead Internal Verifier. Learner notified of findings and agrees or disagrees, in writing, with outcome. If unresolved, move to stage 3
  - 3) Stage 3 – Appeal hearing: Senior Management hears the appeal: last stage by the centre. If unresolved, move to stage 4
  - 4) Stage 4 – External appeal: The grounds for appeal and any supporting documentation must be submitted by the centre to the awarding body within 14 days of the completion of Stage 4: a fee is levied
- Recording appeals: each stage should be recorded, dated and show either agreement or disagreement with decisions. Documents must be kept for a minimum of 18 months
  - Monitoring of appeals: undertaken by Senior Management to inform development and quality improvement.

This policy will be reviewed annually and when any relevant changes in the corresponding regulations appear.