

ASSESSMENT APPEALS POLICY FOR LEARNERS

Purpose

Rapid Results Training is committed to providing high quality teaching and assessing for its learners with assessments carried out in a fair, consistent and reliable manner. This policy explains how to enquire, question and/or appeal against an assessment decision.

Policy Statement

Rapid Results Training has a rigorous system of internal verification to validate fair assessment that complies with awarding body requirements. It recognises there may be circumstances when learners are unhappy with an assessment decision. The Appeals Policy for Learners should be used by any learner who believes that a piece of work has been assessed unfairly, inconsistently or not in accordance with the standards and level required by the awarding body.

The policy aims to:

- Reach agreement between the learner and assessor at the earliest opportunity.
- Standardise and record any appeal to ensure openness and fairness.
- Facilitate a learner's ultimate right of appeal to the awarding body.
- Protect the interests of all learners, and the integrity of Rapid Results Training and the qualification.

Responsibilities

- Tutors and assessors should make learners aware of the Appeals Policy.
- Learners should familiarise themselves with the Appeals Policy and inform their assessor if they are not satisfied with an assessment.
- The Director of Rapid Results Training will offer support to learners throughout the appeals procedure, and suggest sources of independent and impartial advice.
- Learner assessment appeals will be recorded, tracked and validated.
- Appeals will be forwarded to the awarding body.
- Appeal records will be kept for inspection by the awarding body for a minimum of 18 months.
- Appropriate action will be taken to protect the interests of learners, and the integrity of Rapid Results Training and the qualification.
- Appeals will be monitored for quality improvements.

Potential impact on Equality, Diversity and Inclusivity

Rapid Results Training will ensure that all procedures are in line with its Equality and Diversity Policy. If necessary, reasonable adjustments will be made to ensure all barriers are removed to allow a fair process.

Procedure

Rapid Results Training, in line with its values of fairness and openness, encourages learners to discuss any concerns with the assessor in the first instance. If they remain dissatisfied, they should follow the appeals procedure outlined below.

Details of any learner's appeal should be discussed only with others involved in the appeals process. The learner's confidentiality must be respected at all times.

Any enquiry, question or appeal should be made as soon as possible after the assessment decision. An appeal must be made within ten working days after receiving the assessment results.

Stage 1 – Formal Re-Assessment

The learner must write highlighting their concerns to the assessor within ten working days of receiving the assessment result. The letter should include details of why they feel that the work has been assessed unfairly, inconsistently or not in accordance with the standards and level required by the awarding body. Any evidence or correspondence relevant to the appeal should be attached.

The assessor will carry out relevant investigations based on the nature of the appeal. There are two possible outcomes:

- The original assessment decision remains unchanged.
- The assessment decision is amended – this could be both up or down.

The assessor should document the decision with their reasons.

The assessor will advise the learner of the decision no later than five working days after the appeal is made. The decision should be documented and an outcome letter given to the learner.

The learner should consider the assessor's comments and decision, and decide whether to accept the outcome of the formal reassessment.

The outcome letter should be passed to the Director of Rapid Results Training for tracking and monitoring purposes.

If the learner has not accepted the reassessment decision, the Director of Rapid Results Training will coordinate the move to Stage 2 of the appeals procedure.

Stage 2 – Assessment Panel

If an assessment appeal remains unresolved at Stage 1 of the procedure, an Assessment Panel will review the appeal.

The Director of Rapid Results Training will nominate suitable members of staff for the Assessment Panel including an experienced member of teaching staff to lead the investigation into the assessment appeal. This may be the Internal Verifier but the person must be independent to the previous stage of the investigation. The panel will consider the findings of the investigation and decide whether:

- The original assessment decision remains unchanged.
- The assessment decision is amended – this could be both up or down.

The Panel should document their decision and reasons in writing. If appropriate, they should also record any further actions required as a result of the findings from the investigation.

The outcome of the appeal will be reported back to the learner and assessor within ten working days of the appeal being received at Stage 2.

Escalation to Awarding Body

If the learner remains dissatisfied with the decision of the Assessment Panel, the Director of Rapid Results Training will contact and inform the awarding body, and ask them to consider the appeal.