

Policy Result Appeal

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Policy	Training Result Appeal
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Contents

1. Introduction.	1
2. Centre's responsibility.....	2
3. Review arrangements	2
4. Areas covered by the policy	2
5. Process for raising an appeal.....	2
6. Initial review of the appeal details.....	3
7. Seeking an independent review	4

1. Introduction.

- 1.1. This policy is designed for AreYou - Training and Consultancy, including participants, who are delivering / enrolled on, or have taken an approved qualification or unit.
- 1.2. The document sets out the process that should be followed when submitting appeals to AreYou - Training and Consultancy and the process we will follow when responding to enquiries and appeals.

Policy Result Appeal

- 1.3. The document is also for use by AreYou - Training and Consultancy employees to ensure that all appeals are dealt with in a consistent manner.

2. Centre's responsibility

- 2.1. It is important that all staff involved in the management, assessment and quality assurance of an awarding body qualifications that the participants are aware of the contents of this policy.
- 2.2. If an individual participant 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 the awarding body.

3. Review arrangements

- 3.1. AreYou - Training and Consultancy will review the policy annually as part of our self-evaluation arrangements and revise it as and when necessary, in response to participant feedback or requests from, or good practice guidance issued by, the Regulatory Authorities.

4. Areas covered by the policy

- 4.1. This policy covers:

- Appeals from participants relating to a AreYou - Training and Consultancy decision to decline a request to make reasonable adjustments or give special considerations;
- Appeals from existing participants in relation to the application by AreYou - Training and Consultancy of a sanction/action on a participant resulting from:
 - a) An investigation into malpractice or maladministration;
 - b) A decision to amend a participant's results following a malpractice or malpractice investigation
- Appeals if a Participant believes AreYou - Training and Consultancy has not applied our procedures consistently or that procedures were not followed properly, consistently and fairly;
- Appeals from participants if they were not satisfied with the conduct of the assessment and believed it disadvantaged them;
- Appeals from participants if they feel the premises / environment for assessment has disadvantaged them

Policy Result Appeal

5. Process for raising an appeal

- 5.1. AreYou - Training and Consultancy have ten working days from the date we notified you of the decision you are appealing against in which to lodge an appeal - this includes assessment results; hence please advise your participants/staff to retain any assessment documentation until they receive their results.
- 5.2. Participants who wish to appeal about their assessment results or about a related decision should have exhausted AreYou - Training and Consultancy own appeals process before appealing to the awarding body. In the latter case, Participants must provide the awarding body with evidence that they have first appealed to their Centre. It is expected that Participants will only appeal directly to an awarding body in exceptional circumstances.
- 5.3. When submitting an appeal please provide in writing relevant supporting information such as the following where relevant:
 - Full name and candidate registration number;
 - Date of birth;
 - Title of the course / qualification taken, or nature of service affected (if appropriate) ;
 - Full grounds of the appeal;
 - Contents and outcome of any investigation carried out by AreYou - Training and Consultancy prior to the appeal and relating to the issue;

6. Initial review of the appeal details

- 6.1. Upon receipt of any appeals AreYou - Training and Consultancy Quality Assurance Manager will usually acknowledge receipt of the appeal within 72 hours.
- 6.2. The initial stage will be for AreYou - Training and Consultancy to undertake an informal assessment to ascertain if the issue can be resolved before it goes to a formal appeal. In all instances AreYou - Training and Consultancy will ensure that the person carrying out this initial check will not have a personal interest in the decision being appealed.
- 6.3. AreYou - Training and Consultancy will aim to respond formally after the review of the potential appeal within 20 working days. Please note that in some cases the review processes may take longer, for example, if a Centre visit is required. In such instances, AreYou - Training and Consultancy will contact all parties concerned to inform them of the likely revised timescale.

Policy Result Appeal

- 6.4. AreYou - Training and Consultancy may reject the appeal application if there is either insufficient detail and / or evidence to take forward or participant has not provided any additional evidence / detail that was requested during an internal investigation.
- 6.5. Following the initial review of the appeal AreYou - Training and Consultancy will write to the appellant with details of the decision to either:
 - Amend the original decision in light of the new rationale/evidence being put forward
 - Confirm AreYou - Training and Consultancy stand by the original decision, in doing so the rationale for this decision and request that you confirm, within ten working days, whether you now accept this decision or if you wish to proceed to an independent appeal, which will be carried out by an independent party.

7. Seeking an independent review

- 7.1. If we decide to proceed to the independent appeal stage AreYou - Training and Consultancy will arrange for an independent review to be carried out. A fee of £350 plus VAT is required (this is additional to the fee required for an Initial Review).
- 7.2. This will be carried out by someone who is not an employee of AreYou - Training and Consultancy, an assessor working for AreYou - Training and Consultancy, or otherwise connected to our organisation.
- 7.3. The individual will also be someone with the relevant competence to make a decision in relation to the appeal and will not have a personal interest in the decision being appealed.
- 7.4. The Independent Reviewer will review all the evidence which took place in the above stages and review if AreYou - Training and Consultancy has applied procedures or policies fairly, appropriately and consistently in line with the associated procedure and/or policy.
- 7.5. The independent review process may involve:
 - A discussion with the appellant or the participant and AreYou - Training and Consultancy personnel;
 - A request for further information from the appellant, the participant or AreYou - Training and Consultancy personnel;
 - A Centre visit by authorised AreYou - Training and Consultancy personnel.
- 7.6. The Independent Reviewer's decision is final in relation to how AreYou - Training and Consultancy will consider such appeals and AreYou - Training and Consultancy will let you know

Policy Result Appeal

the outcome of the review, usually within 20 working days of receipt of the appeal. If the Centre/participant is still unhappy with the outcome at this stage they are entitled to raise the matter with the relevant Qualification Regulator.