

Appeals Procedure

Name of Policy

Appeals Procedure

Purposes

To ensure that learners have the right to challenge the assessment decision made by an assessor.

Version

06

**Date of next review
(month and year)**

June
2025

Approved Date

24/06/2024

1. Introduction

Train2Train intends to assure its learners that the assessment procedures operated by this centre are fair. In order to demonstrate this, we have produced an appeals procedure that we believe will guarantee fairness of the assessment process. In addition, this appeals procedure can also be used in instances where our complaints procedure has failed to produce a satisfactory outcome.

2. Scope

This procedure is applicable to all NVQ/RQF/SQA processes.

3. Train2Train Responsibility

It is important that all staff involved in the management, assessment and quality assurance of services provided by Train2Train and all learners are aware of this policy.

4. Review Arrangements

This policy will be reviewed annually as part of our self-evaluation arrangements and revised as necessary.

5. The Appeal Process

- a. Any learner wishing to raise an appeal or complaint against an assessment decision must do so initially with the trainer/tutor/assessor providing the reasons why you disagree with the assessment decision.
- b. If the learner is dissatisfied with the outcome of this, then the learner must contact the CEO in writing within seven days of the assessment being completed, providing the following information: Name, Contact Address, Assessment, Element and/or Performance Criteria assessed, the reason for the appeal and a summary of the events to date including any discussions already held to Train2Train by:

Email: info@train2train.org

In writing: CEO, Office 22/23 The Rear Walled Garden, The Nostell Estate, Nostell, Wakefield, WF4 1AB.

(see appeals form Annex A)

- c. We undertake to treat the appeal confidentially and will investigate it impartially and thoroughly. A written report will be sent to the learner within ten working days, although every effort will be made to respond in five working days. Details of the appeal, the investigation and our proposed remedial action will be included within the response.
- d. The Learner, CEO, tutor/trainer/assessor and IQA (Internal Quality Assurance) will meet to review the evidence and try to seek an agreeable decision or solution.
- e. If agreement is reached the learner will be notified in writing

- f. If agreement is not reached and the dispute cannot be resolved internally then the learner may lodge an appeal through the Awarding Organisation;
Highfield Qualifications
Email: info@highfield.co.uk
Tele: 01302 363277
- g. If the learner is then not satisfied with the outcome of any appeal to the AO, the learner can then appeal to the relevant qualification regulator.
The SQA Accreditation in accordance with Regulatory Principle 17 is unable to overturn assessment decisions or academic judgements
SQA Accreditation
Email: accreditation@sqa.org.uk
Tele: 03452135249
- h. Apprenticeships - Email: complaints.ESFA@education.gov.uk

6. Non-Assessment Related Appeals

For appeals against decisions that have been made following an investigation into a complaint that has been received, the complainant has the right to appeal in writing to the Director of Train2Train at the registered address within 21 days of receipt of the letter identifying outcome of investigation.

Should you remain dissatisfied then you should forward details of your complaint to the Awarding Organisation to be investigated.

Annex A

Learner Appeals Form

Learner Name	
S/NVQ/RQF Registration No.	
S/NVQ/RQF Award	

Reason for Appeal

Learners Signature		Date	
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Assessors/Tutor Name	
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Assessors/Tutor Comments

Assessors/Tutor Signature		Date	
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IQA Name		Date	
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IQA Comments / Decision

Assessors Signature		Date	
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IQA Signature		Date	
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Contact Details

If you have any queries with reference to the content of this policy, please contact Train2Train on 01302 363136 or email info@train2train.org