

Learner Appeals Procedure Policy (Vocational)

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| Policy Code: | VO5 |
| Policy Start Date: | March 2020 |
| Policy Review Date: | September 2022 |

Please read this policy in conjunction with the policies listed below:

- TL8 BTEC Procedures Policy
- VO4 Learner Malpractice Policy (Vocational)
- VO8 Reasonable Adjustment and Special Consideration Policy - (Vocational)

1 Policy Statement

- 1.1 The policy applies to all staff at The Priory Federation of Academies Trust and outlines any procedure for learner appeals.
- 1.2 References to the Trust or Academy within this policy specifically include all primary, secondary and special academies within the Trust, as well as Robert De Cheney Boarding House, the Early Years setting at the Priory Witham Academy, Priory Training, Priory Apprenticeships, Lincolnshire Teaching School Alliance and the Lincolnshire Teaching School Alliance SCITT.
- 1.3 This policy does not form part of any member of staff's contract of employment and it may be amended at any time.
- 1.4 The Trust is committed to leading a mentally healthy organisation, which includes a commitment to and promotion of emotional wellbeing and mental health. Therefore, all Trust policies and procedures ensure this commitment is incorporated in order to support all staff and students. Members of staff are encouraged to speak to their line managers, and students are encouraged to speak to any member of staff, if they feel any part of this policy would affect their emotional wellbeing and mental health. Any feedback will be considered in line with legally reasonable adjustments and fairness to all Trust staff and students.

2 Roles, Responsibilities and Implementation

- 2.1 The Pay, Performance and HR Committee has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework. This committee delegates day-to-day responsibility for operating the policy and ensuring its maintenance and review to the Human Resource Director.
- 2.2 Leaders and Managers have a specific responsibility to ensure the fair application of this policy and all member of staff are responsible for supporting colleagues and ensuring its success.

3 Range and Scope of the Policy

- 3.1 The policy covers all Vocational courses offered within the Trust but may well apply to other assignment-based courses should they become a part of the curriculum in future.
- 3.2 Aims:
 - To enable the learner to enquire, question or appeal against a decision

- To attempt to reach an agreement with the learner
- To facilitate the learner's right of appeal
- To protect the interests of all learners and the integrity of the qualification.

4 Grounds for Appeal

A learner/candidate would have grounds for appeal against an assessment decision in the following situations.

- a) The work is not assessed according to the set criteria or the criteria are ambiguous.
- b) The final grade of the work does not match the criteria set for grade boundaries or the grade boundaries are not sufficiently defined.
- c) The internal verification procedure contradicts the assessment grades awarded for standards.
- d) The Independent End Point Assessor (IEPA) doesn't agree with predicted grades.
- e) Inappropriate or irregular behaviour on the part of the assessor.
- f) There is evidence of preferential treatment towards other learners/candidates.
- g) The conduct of the assessment did not conform to the published requirements of the Awarding Body
- h) Valid, agreed, extenuating circumstances were not taken into account at the time of assessment, which the Academy was aware of prior to the submission deadline.
- i) Agreed deadlines were not observed by staff.
- j) The current Assessment Plan was not adhered to.
- k) The decision to reject coursework was made on the grounds of malpractice.

5 Appeals Procedure

- a) Informal discussion with the lead/internal verifier. If a resolution is found, the member of staff should record the discussion for reference only .
- b) If, after an informal discussion the learner wishes to make a formal appeal, the learner must ask the Internal Verifier, in writing, for a re-assessment. This must be done within 10 working days of receiving the

original assessment result stating their reasons for appeal and evidence which the learner believes meets the competence requirements.

- c) The Quality Nominee with the Internal Verifier, on receipt of the formal appeal from the learner, will try to agree a mutually acceptable solution. If it is not possible or appropriate to reach an agreement, the Quality Nominee and the Internal Verifier will set a date for the Internal Verification Appeals Panel to meet.
- d) The Internal Verification Appeals Panel will be convened and will meet within 2 weeks of the receipt of the appeal by the Internal Verifier, with re-assessment, if deemed necessary by the panel, taking place within 15 working days of the appeals panel meeting. A formal response will be given to the learner.

5.1 **Standard – End Point Assessment (EPA) appeals**

- a) All End Point Assessment Organisations (EPAO's) will implement an appeals procedure that enables an Apprentice to appeal against a decision made at assessment
- b) Typically the process will have different stages and the appeal may be against process or decision/grading
- c) The apprentice may make an appeal against the decision or grade
- d) This could be raised with the EPA/EPAO
- e) Escalation could be made to IQA if not resolved satisfactorily
- f) If not resolved at IQA satisfactorily the issue could be taken to the next level – i.e. the EPAO Assessment Manager
- g) If not resolved at this level – EQA body – decision is final

6 **Implementation**

- a) Appeals must be submitted in writing. The Centre provides appeal forms.
- b) Learners must be informed about the appeals procedure and have access to a copy of the written procedure.
- c) Learners will be given a response to the appeal within 7 working days at each stage of the appeal process.
- d) Learners will be allowed representation by a parent/guardian/friend if requested.

- e) Written records of all appeals will be retained by the appropriate person(s) including the outcome of the appeal and reasons for the outcome.
- f) The Quality Nominee and Headteacher will be provided with details of any appeals and their outcome.

7 Appeal Outcomes

Following the appeal process we may:

- a) Confirm the original decision;
- b) Consider reassessment by an Independent Assessor;
- c) Offer an opportunity to resubmit for assessment within a revised agreed timescale.

8 Final Option

Learners undertaking these qualifications can appeal directly to SQA/SCQF Accreditation once they have exhausted both provider and awarding body complaints processes.

9 Policy changes

This policy may only be amended or withdrawn by The Priory Federation of Academies Trust.



The Priory Federation of Academies Trust Learner Appeals Policy

This Policy has been approved by the Priory Federation of Academies Trust's Education and Standards Committee:

Signed..... Name..... Date:

Trustee

Signed..... Name..... Date:

Chief Executive Officer

Signed..... Name..... Date:

Designated Member of Staff

Please note that a signed copy of this agreement is available via Human Resources.