



## **Learner Appeals, Reporting and Handling Procedure**

Learners wishing to appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

It is ultimately the responsibility of the Managing Director of New Start 4 U CIC to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the tutors/assessors are responsible for ensuring this information is fully understood by their students.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by New Start 4 U CIC assessors, they may take their appeal to the management. Where a learner remains dissatisfied after the appeal outcomes have been confirmed by the management (Board of Directors), they have a right to take the matter to the appropriate regulator<sup>1</sup>.

### **Stage 1**

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the learner is recommended to put the appeal in writing using the New Start 4 U CIC Learner Appeals Form 1 provided.

The assessor should explain the rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to New Start 4 U CIC nominated IQA to retain with the centre's assessment and appeals records.

## Learner Appeals Form 1 (stage 1)

Learners are required to complete this form when making an appeal against the outcomes of an assessment decision and forward to the assessor.

Learner's name			
Date of assessment			
Name of assessor (against whose decision the appeal is being made)			
Nature of the Appeal			
Details of Original Assessment Decision			
Learner's signature		Date	

To be completed by the assessor

Date of meeting			
Assessor Response			
Assessor's signature		Date	

Learner's signature		Date	
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## **Stage 2**

If learners remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then an appeal in writing should be made to the Internal Quality Assurer (IQA) within 14 working days of the Stage 1 process, using New Start 4 U CIC Learner Appeals Form 2.

The IQA will write to the learner to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken.

The IQA will carry out an investigation, ensuring that another appropriately qualified assessor and/or internal verifier is involved in the review and will write to the learner within 20 working days with the findings and a decision as to whether the appeal was justified.

Learners are required to provide as much information as possible regarding the disputed assessment decision. When completing the Appeals Form 2, information should include:

- the date and type of the assessment (ie observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- the name of the assessor involved
- a brief outline of the reason for the appeal
- any associated documents (ie learner evidence, record of feedback from the assessor involved).

All Stage 2 appeals should be sent to:

IQA

Mrs. Monika Carroll

Email: [monika.carroll@new-start4u.co.uk](mailto:monika.carroll@new-start4u.co.uk) or by post: Mrs. Monika Carroll, 12-14 Riley Square, Coventry, CV2 1LX

Upon receipt of the appeal the IQA will ensure an investigation is conducted with a focus on a review and/or reassessment of the learner's work against the assessment criteria for the qualification, where this is required.

One of the following decisions will be communicated to the learner by the IQA in writing within 10 working days of the decision having been made. This will be to either:

- uphold the original assessment decision

- offer the learner an opportunity for a re-sit/reassessment free of charge
- overturn the original decision.

These decisions will be recorded on the Learner Appeal Form 2. The decision will also be communicated to the original assessor and also to any other individual who supported the investigation.

The IQA will also ensure that in the event of identification of any malpractice or maladministration, this is reported with recommendations for action to the awarding organisation. The awarding organisation will review the information and will report all outcomes to all relevant stakeholders.

Copies of records of appeals are retained with the assessment and appeals records. New Start 4 CIC will retain records of appeals for a minimum period of five years.

## Learner Appeal Form 2 (stage 2)

Learners are required to complete this form and forward it to the appeals officer to make a formal appeal, if they are still dissatisfied after having appealed to their assessor.

Learner's name	
Learner registration number	
Address	
Email address	
Contact number	
Date of assessment	
Date appeal submitted	
Name of assessor (against whose decision the appeal is being made)	

Describe the reasons for your appeal as fully as possible. Please include **copies** of any associated documents (eg learner evidence, record of feedback from the assessor involved). Learners should keep a copy of this form.

Type of assessment and nature of the appeal
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Please attach an additional sheet, if necessary

Details of Original Assessment Decision

Please attach an additional sheet, if necessary in addition to any supporting evidence			
Learner signature		Date	

Please return this form to:

IQA Mrs. Monika Carroll

Email: [monika.carroll@new-start4u.co.uk](mailto:monika.carroll@new-start4u.co.uk) or by post: Mrs. Monika Carroll, 12-14 Riley Square, Coventry, CV2 1LX



To be completed by the Appeals Officer

Date of Appeal Investigation/Review	
Investigation /Review participants	
Investigation/review details	

Outcome (Tick one only)			
Uphold the original assessment decision			
Offer the learner an opportunity for a re-sit/reassessment free of charge			
Overturn the original decision			
Assessor's signature		Date	

Learner's signature		Date	
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### **Stage 3**

If learners have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to make a formal appeal to the Board of Directors within 20 working days of the decision being communicated to them by IQA.

All Stage 3 appeals should be sent to:	
Address:	The Board of Directors – New Start 4 U CIC 12-14 Riley Square, Coventry, CV2 1LX
Email:	info@new-start4u.co.uk

IQA will organise meeting with a student and the Board of Directors within 20 days of receiving the 3<sup>rd</sup> Stage of appeal. The student will be allowed to bring his representative for the meeting. The board of directors will make a final decision during the meeting.

### **Stage 4**

If learners have followed Stage 1, 2 and 3 of this appeals procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator:

Ofqual	<a href="http://ofqual.gov.uk/">http://ofqual.gov.uk/</a>	The Welsh Government	<a href="http://wales.gov.uk/">http://wales.gov.uk/</a>
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CCEA	<a href="http://www.rewardinglearning.org.uk/">http://www.rewardinglearning.org.uk/</a>	NCFE Accreditation	<a href="https://www.ncfe.org.uk/">https://www.ncfe.org.uk/</a>
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