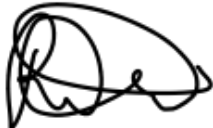




# Multi Trades Training

## Appeals Policy

Review Date: July 2024

<b>Approved by</b>	RK Jones	<b>Position</b>	Director
		<b>Date</b>	30 <sup>th</sup> June 2023

### Document Control

Date	Review & Revision	By
05.06.23	Updated term 'Skills Coach', added appeals to be raised to Operations Director and Chief Director	Quality Lead

## **Appeals Procedure**

This states the Appeals Procedure for the Multi Trades Training (MTT). This policy informs learners of their rights and procedures as well as MTT staff and personnel.

### **Right to Appeal against Assessment decisions and outcomes**

All learners are informed that an appeals procedure relating to the internal assessment process exists within MTT. A copy of this procedure will be made available on request and sits in the online portfolio area accessible to learners.

Learners may only appeal on the grounds that they do not agree with the assessment decision made by the Assessor, Skills Coach or Tutor or that the assessment procedures have not been carried out properly.

The Operations Director will manage any internal appeals, including the dissemination of information about the procedures. A written record of all appeals is maintained by MTT and written record includes the outcome of an appeal and reasons for that outcome. Full details of any appeal will be made available to the awarding organisation if required or on request.

### **Examples of reasons for appeal.**

The learner may base the appeal on any part of the assessment process including, but not limited to the following:

#### **Preparation Stage**

- Plans for collecting the evidence are not within the assessment plan
- The assessment plan had not been discussed by the learner / candidate and Assessor
- The interpretation of the standards had not been discussed by the learner / candidate and the Assessor before the assessment

#### **Gathering Evidence Stage**

- The Assessor used evidence not required for meeting the standards during the assessment process.
- Arrangements to meet the candidate's individual needs, as agreed, were not met.

#### **Feedback Stage**

- Feedback is not given according to the assessment agreement.
- In the event of being deemed 'not yet competent' the candidate is not informed, verbally or in writing, of the further evidence required.
- The Assessor's assessment decision is based on inadequately recorded evidence.

The Operations Director will review the paper or assessment material with the Chief Director (not connected with the learner) and the learner advised of the outcome.

## **There are 3 Stages through which the appeal can progress**

### **Stage 1: Appeal against an assessment decision**

Action Required by the Learner

If the learner wishes to proceed with an appeal, they MUST:

- First discuss the reason for appeal with their Assessor. This should ideally be done as soon as possible after the assessment decision.
- The Assessor must consider the reasons for the appeal and must give the learner a response within 24hrs, backed up in writing, of the assessment decision and a new decision, or confirmation of the original decision.
- If the learner is not satisfied with the Assessor's final decision, the Assessor should be informed immediately, and an appeal form (available on request) should be completed by both the learner and Assessor.
- The Assessor should inform the relevant Internal Quality Assurer (IQA) that a formal written appeal has been lodged within 24 hours of the appeal form being completed, and provide the appeal form and any other relevant details to the IQA.
- The IQA will reconsider the assessment decision, taking into account the learners reason for appeal, the Candidate's evidence and associated records and the Assessor's reason for the assessment.
- The IQA must give the learner the reconsidered decision, in writing, within five working days of receiving the appeal.
- If the learner is not satisfied with the findings of the IQA then the learner has the right to go to another IQA and must inform the IQA that they wish to do so.
- The IQA must provide the appeal form, assessment record sheets and any other relevant details to the Director (as the Awarding Organisation Co-ordinator) who will appoint another IQA to oversee the appeal within 10 days.
- The appointed IQA will review all evidence, speak to the learner, Assessor and original IQA and make a decision. This decision will be communicated to all parties within 5 days.
- If the learner unsatisfied the appeal will progress to Stage 2.

In making an appeal to learner must provide the following information in hard copy (in written communication or via email):

- Their name and registration number
- The qualification title and unit
- The name of the assessor
- The date of the assessment
- An outline detailing the reason for the appeal and any supporting evidence such as records of assessment or observation and feedback

Learners should be assured that should they lodge an appeal in good faith, they will not be disadvantaged should that appeal not subsequently be upheld.

### **Stage 2: Operations Director/Chief Director Review**

In the event that the learner is not satisfied with the outcome, from the second IQA they may progress their appeal within 30 days of the original decision being made, to the Directors.

All evidence will be passed to the Operations and Chief Directors who are unconnected to the learner, including the decision reviewed, and any additional evidence requested. The evidence will then be reviewed, and a decision made 5 working days. Their decision is final, and the learner will be advised of the outcome in writing.

### **Stage 3: External Review**

In the event that the learner is still not satisfied with the outcome, they may request within 30 days of the Stage 2 decision being made, that their appeal is referred to the appropriate Awarding Organisation. The Directors will forward all appropriate records.

### **Policy responsibility and review**

This policy and its procedures will be reviewed annually, to ensure it continues to meet our needs and those of our Regulators i.e., Awarding Organisations (NOCN Cskills Awards) , ESFA (Education & Skills Funding Agency) and external stakeholders.

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