

Appeals Procedure

The appeals procedure should include three internal stages, indicate the grounds for an assessment decision appeal and how the appeal will be handled

Appeals Policy

Aim:

To enable the learner to enquire, question or appeal against an assessment decision

To attempt to reach agreement between the learner and the assessor at the earliest opportunity

To standardise and record any appeal to ensure openness and fairness

To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate

To protect the interests of all learners and the integrity of the qualification.

In order to do this, STA will:

- Inform the learner at induction, of the Appeals Policy and procedure
- Record, track and validate any appeal
- Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted
- Keep appeals records for inspection by the awarding body for a minimum of 18 months
- Have a staged appeals procedure
- Take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- Monitor appeals to inform quality improvement.

This policy will be reviewed every 12 months by Andy Day.

You are entitled to appeal against an assessment decision if you feel that the work has not been accurately assessed. Wherever an assessment appeal is lodged the QAC will be notified. Any appeal should be lodged within 21 working days of the notification of the assessment decision.

NVQ Assessment Appeals Procedure

Stage 1

Discuss the assessment decision with your Assessor who will explain the decision made



Stage 2

If you are still unhappy or you are unable/unwilling to talk to your Assessor, complete parts A, B, & C of the Assessment Appeals form (provided online) and discuss the issue with your Internal Quality Assurer (IQA) who will arrange for your work to be reassessed, and provide you with written feedback within 10 working days.

Your IQA is Andy Day, Telephone Number: 07985376873
Appeal form: www.stalimited.co.uk/appeals



Stage 3

If you are still unhappy STA will submit the work to the External Verifier, a representative of the Awarding Body who will reassess the work under dispute

Your Awarding Body is: Industry Qualifications



Stage 4

The final appeals route is the Appeals Tribunal of your Awarding Body. Their decision is final.

Please sign and date below to show that you have read and understood this Assessment Appeals Procedure

Name

Signature

Date

Appeals Stage 2

Learner Appeal: to be completed by learner

Learner Name:

Assessor Name:

Qualification Title:

Unit/Module Title:

Nature of Appeal

Please use the space below to summarise the grounds on which you are making this appeal (you may attach any relevant documentation).

Learner's Signature..... Date:

When completed please send or give this form to your assessor, or to the IQA, or to an STA director at the site where you are based.

Learner Appeal: to be completed by IQA

Learner Name:.....

Assessor Name:.....

Qualification Title:

Unit/Module Title:.....

IQA's Report

This appeal is Upheld/Denied* (*please delete as appropriate)

Revised grade (where applicable):

Action(s) to be taken:

IQA's signature.....Date:.....

Learner sent copy of this report on.....

Copy to Assessor and Course Director.