

# Action Community Enterprises CIC (ACE)

## Appeals Policy and Procedure



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| <b>Policy holder:</b>             | Lou Gardiner           |
| <b>Approval board:</b>            | ACE Board of Directors |
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### Action Community Enterprises CIC

## Appeals Policy

### Purpose

The purpose of this policy is to: -

- Enable learners to enquire about, question or appeal an assessment decision.
- Ensure that any appeal is recorded and documentation retained for 18 months following the resolution of the appeal.
- Ensure that ACE facilitates the learner's ultimate right of appeal to the Awarding Body once ACE's appeal procedure is exhausted.

### Aim

At ACE we aim to: -

- Enable the learner to enquire, question or appeal against an assessment decision.
- Attempt to reach agreement between the learner and the assessor at the earliest opportunity.
- Standardise and record any appeal to ensure openness and fairness.
- Facilitate a learner's ultimate right of appeal to the Awarding Body where appropriate.
- Protect the interests of all learners and the integrity of the qualification.

To achieve these aims ACE 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.

## **Appeals Procedure**

**Learner induction** – will inform the learner of the appeals procedure.

**Learner appeals procedures** – a staged procedure to determine whether the assessor:

- Used procedures that are consistent with the Awarding Body's requirements.
- Applied the procedures properly and fairly when arriving at a judgement.
- Made a correct judgement about a learner's work.

## **Appeals procedure stages**

**Stage 1 – Informal** – Learner consults with assessor within 3 weeks of the assessment decision to discuss. If unresolved, the issues are documented before moving to stage 2.

**Stage 2 – Review** – Review of assessment decision by Centre Manager and IV. Learner notified of findings and learner agrees or disagrees in writing. If unresolved move to stage 3.

**Stage 3 – Appeal Hearing** – One of the senior managers hears the appeal and makes the final decision for ACE, if still unresolved move to stage 4.

**Stage 4 – External Appeal** – the grounds for appeal and any supporting documentation is submitted to the Awarding Body within 14 days of the completion of Stage 4.