

Examination Regulations and Appeals Procedure

Document Control

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Applicable to all candidates enrolled in Learn Harrow accredited programmes

This document outlines the expectations, responsibilities, and procedures for candidates registered with Learn Harrow's accredited programmes. It covers:

- Attendance, submission of work, and misconduct
- Candidate performance
- Appeals related to assessment and complaints
- Disciplinary procedures
- Behaviour code

These regulations ensure fair access to assessment services and facilities at the Assessment Centre. They also define the procedures for addressing breaches, which may result in disciplinary action or exclusion from the programme. Additionally, this document outlines the Centre's responsibilities towards candidates and the process for appealing assessment outcomes.

Attendance, Submission of Work, and Misconduct

Candidates must:

- Submit assessment evidence promptly and participate in all required activities.
- Ensure all submitted work is original and based on personal experience. Plagiarism—using someone else's work, images, or ideas without proper attribution—is strictly prohibited. When using AI generated computer content,

learners must refer to the name of the AI bit and the date the content was generated. Learners must also retain a copy of the copy of the computer-generated content so as to verify the reference and authenticate it.

- Avoid collusion, such as knowingly allowing another candidate to copy your work.
- Understand that plagiarism, collusion, or cheating will result in disciplinary action.
- Comply fully with the rules of external validating and examining bodies.

Candidate Performance

- Candidates must complete assessments within the programme's designated timeframe.
- Extensions may be granted at the discretion of the Assessor and/or the curriculum lead if the candidate is likely to complete successfully within a reasonable period. Additional fees may apply.
- If delays are due to exceptional circumstances (e.g. health or personal issues), candidates may request an extension with supporting evidence.
- Candidates may appeal decisions related to removal from the programme due to poor performance.

Appeals Relating to Assessment

If a candidate disagrees with an assessment result or method, they may appeal using the following process:

1. **Initial Appeal:** Raise the issue with the Curriculum Coordinator. The matter may be referred to the Skills Development Manager.
2. **Escalation:** If unresolved, appeal to the Internal Verifier, who will assess the issue and record the outcome.
3. **Further Escalation:** If still unresolved, the Curriculum Manager and External Verifier will be notified.

4. **Awarding Body Appeal:** Candidates may appeal directly to the awarding body within 20 working days of the assessment outcome if dissatisfied with the Centre's decision.

Note: This appeals process is separate from the complaint's procedure, which addresses dissatisfaction with services provided.

Candidate Disciplinary Procedures

Principles

- Fair and consistent handling of disciplinary matters.
- Thorough investigation before action is taken. Temporary suspension may occur during investigations.
- Candidates will be informed of allegations and given the opportunity to respond.
- Procedures may begin at any stage depending on the severity of the misconduct.
- Candidates have the right to appeal any formal disciplinary action.
- Candidates facing exclusion may be accompanied during interviews and appeals.

Procedure

Minor Issues

- The Assessor will discuss the concern with the candidate and outline required changes. A record will be kept with the Curriculum Coordinator.

Serious or Repeated Issues

- A formal meeting will be held with the candidate, Assessor, and Curriculum Coordinator and/or Skills Development Manager. The candidate may bring a companion.
- The Assessor will present the issue and hear the candidate's response.
- Outcomes may include behaviour change requirements, temporary suspension, or permanent removal. Decisions will be documented and shared in writing.

Appeals

- Appeals must be submitted in writing to the Curriculum Coordinator within five working days of the disciplinary decision.
- An interview will be conducted within five working days, with a written outcome provided within five days of the interview.
- Candidates may be accompanied during the appeal interview.
- If unsatisfied, candidates may submit a final appeal to the Skills Development Manager. This decision is final.

Behaviour Code

All candidates are expected to contribute to a respectful, safe, and inclusive learning environment. Breaches of this code may result in disciplinary action.

Candidates must:

- Treat others with respect and consideration.
- Follow health and safety policies.
- Respect others' work and personal property.
- Avoid harassment, bullying, or discriminatory behaviour.
- Refrain from using offensive, abusive, sexist, or racist language.
- Care for the Centre's facilities, equipment, and furniture.

If you are unsure about any aspect of the behaviour code, please speak with your Assessor.