Holt Green Training Ltd
Learner Appeals Policy
2023-2024

Contents

Policy Statement....2
Organisation of Appeals....2
Responsibility and Accountability....2
The Appeals Procedure....3
Stage 1:....3
Stage 2:....3
Stage 3:....3
Stage 4:....3
Appendix 1 - Appeals Flowchart....4

This policy is designed to cover all work which has been assessed by a trainer or associate trainer of HGT and contributes towards any externally accredited Awarding Body assessment decision.

As an organisation dedicated to equality and fairness HGT believes that each learner has the right to appeal against an assessment decision if they feel that that decision is unfair.

Organisation of Appeals

- All assessment practice and procedures should conform to the standards set out by the relevant Awarding Body
- All staff and associate staff involved in the management, assessment and quality assurance/verification of accredited qualifications will be fully informed of the contents of this policy
- All learners will be made aware of their right to appeal against an assessment decision if they think a decision is unfair.
- Assessment appeals should be made using the relevant procedure outlined at Appendix 1

Responsibility and Accountability

- Implementation and monitoring of this policy and related process will be undertaken by the Quality Manager of HGT.
- Lead IQA and IQA'S will support trainers and associate trainers to resolve assessment appeals prior to the formal process being implemented
- Learners will be made aware of the policy and process during their induction

The appeals procedure is intended to help if it is felt that an assessment decision awarded is unfair. The following steps should be followed:

Stage 1:

If you disagree with the assessment awarded to you should discuss the issue with the trainer or associate trainer within 7 days of receiving the assessment decision. If you are unable to resolve the issue you should move to:

Stage 2:

Complete an Assessment form. These are available from the Quality Manager of HGT or on request from your trainer/associate trainer. Complete the form and return it to the Quality Manager of HGT.

Upon receipt of the form the Quality Manager of HGT will try to resolve the issue within 10 working days of receiving the appeal. You will be notified in writing of the decision of the Quality Manager.

Stage 3:

If you are still not satisfied you must let the Quality Manager know within 10 working days of receipt of their decision. The matter will be referred to the External Quality Assurer/standards verifier by the Quality Manager of HGT. If you are still unsatisfied the final step is:

Stage 4:

You may appeal in writing to the Awarding Body. The Quality Manager of HGTT will give you the correct address and contact to send in your appeal.

Appendix 1 - Appeals Flowchart

Stage One

Discuss issue with the Trainer/associate trainer responsible within 7 days of receiving assessment decision. If unresolved move onto stage 2.

Stage Two

Complete Assessment Appeals Form available from the Quality Manager or the trainer/associate trainer. Return completed form to the Quality Manager with copies of evidence. The Quality Manager will attempt to resolve within 10 working days.

If unresolved then move onto stage 3.

Stage Three

The Quality Manager will refer to External Quality Assurer for a decision. If you are still not satisfied than move onto stage 4.

Stage Four

You may appeal to the Awarding Body in writing. The Awarding Body decision is final.