

Assessment Appeals Procedure

Stanfords Training Ltd is committed to ensuring that all learners are assessed fairly, consistently, and in line with national standards. While every effort is made to maintain high standards in assessment, we recognise that there may be occasions where a learner wishes to appeal a decision. This procedure outlines the steps learners should take if they wish to challenge an assessment outcome. It ensures that appeals are handled transparently, fairly, and efficiently, while also providing learners with the opportunity to voice their concerns without fear of disadvantage. In the absence of a procedure imposed by the validating awarding body, the following internal procedure applies.

Programme Manager/Assessor responsibilities

The Academic Appeals procedure will:

- Allow students to raise legitimate concerns without fear of disadvantage, with respect for privacy and confidentiality.
- Ensure procedures are fair, appropriate, and compliant with relevant legislation.
- Handle appeals promptly, using transparent and straightforward methods.
- Implement appropriate remedial action where an appeal is upheld.

Informal Procedure

- Where a candidate feels that there is a reason to query an assessment, he/she should approach the assessor to discuss the issue in the first instance.
- If the matter remains unresolved, the candidate may request a personal interview with the Internal Quality Assessor (IQA).
- If, after any action taken by the IQA, the candidate remains dissatisfied, he/she should proceed with the formal procedure.

Formal Procedure

- Upon receipt, the IQA must notify the Programme Manager and **convene an appeals panel within 14 days**.
- The panel will consist of **three members**, none of whom were involved in the original assessment:
 - An appropriate **Manager** (Chairperson)
 - A **Lead Internal Verifier**
 - The **Programme Leader** (or, if they were the original assessor, another qualified staff member)

- The student and the original assessor are invited to attend the panel. The student may bring a peer, parent, or carer for support.
- If the student does not attend, the appeal may proceed regardless.
- The candidate and the original assessor should be invited to attend. The candidate may be accompanied by another student, parent or carer for support. Non- attendance of the candidate should not invalidate the proceedings.
- The parties concerned will be required to submit evidence to support their case to the appeals panel which subsequently will decide on a course of action:
 - Upholding the decision of the original assessor
 - Require reassessment of work by an alternative assessor
- The chair will make a written record of the panel meeting and send a copy to the Programme Manager and the Principal.
- The outcome of the appeals panel must be formally reported to the candidate within one week and reported by the Chairperson to the next **Academic Review management** Group meeting.
- If the appeal has not been resolved to the satisfaction of the candidate under the procedures above, the Chairperson must inform the external examiner. The candidate must be informed of the action and the date of the external examiner's visit.
- Stanfords Training Ltd appeals procedure must be fully explained to candidates during induction and reinforced with copies of the procedure in the course/student handbooks
- If the candidate is still not satisfied, he/she can take the matter further to the awarding body. The contact information for NCFE, AAT and Edexcel can be obtained from their website.

Policy Date: 01/08/2024

Next review date: 01/08/2025



Signed: