



**XPS Construction and Skills Learning Limited**

# **Enquiries and Appeals Policy and Procedure**



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## Enquiries and Appeals Policy and Procedure

### Centre Details

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| Centre Name: | XPS Construction and Skills Learning Limited | Centre Number: | --- |
|--------------|--|----------------|-----|

Throughout this policy, the term 'the Centre' will be used to refer to the Centre details above.

### Policy Details

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|------------------------------------|------------------|-----------------|-----|
| Date Published:                    | 22/02/2024       | Version Number: | --- |
| Date of Next Review:               | 22/02/2025       |                 |     |
| Individual Responsible for Policy: | Folajimi Adeloye |                 |     |

## 1. Introduction

1.1. This policy and procedure details how a learner can appeal to the Centre if they are dissatisfied with any aspect of the assessment process.

1.2. The purpose of this policy is to:

- Ensure that decisions made by assessors and IQAs at the Centre are applied fairly, consistently and based on valid judgements.
- Outline the judgements or decisions made which can be appealed.
- Outline the staged procedure for how an individual can appeal against an assessment decision or judgement and the centres appeal process.
- Outline the potential outcomes following an appeal.
- State the options for a learner once the appeal process has concluded.
- Satisfy the requirements of the Awarding Organisation.

## 2. Who is this policy for?

2.1. The intended audience for this policy is:

- Learners/apprentices registered at the Centre.
- Tutors, Assessors and IQAs and other delivery staff at the Centre.
- The registered Awarding Organisation for the product being delivered.
- Auditors

2.2. This policy and procedure is for a learner who wishes to appeal against a decision made by the Centre and for centre staff who may be involved in an appeals process.

2.3. This policy and procedure is **not applicable** if a learner wishes to make a complaint about the centre, an individual or any process used by the centre. If a learner wishes to make a complaint, they should refer to the Centre's Complaints Policy and Procedure.

## 3. Scope of an appeal

3.1. Learners may wish to appeal about an assessment decision made by the Centre. For example:

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- a) An examination result.
- b) An assessment decision where the assessment has been carried out by a member of centre staff.
- c) The application by an awarding body of a sanction/action on a learner resulting from an investigation into malpractice or maladministration (appeals should be discussed with the Centre but made direct to the Awarding Organisation).
- d) A decision to amend a learner/set of learner's results following a malpractice or malpractice investigation.
- e) An Awarding Organisation moderation or verification decision of a Centre marked assessment (appeals should be discussed with the Centre but made direct to the Awarding Organisation).
- f) A declined application for reasonable adjustment or special consideration.
- g) Appeal against decisions relating to any action taken against a learner following an investigation into malpractice or maladministration by either NOCN or the Centre.

3.2. Where a decision is made directly by the Awarding Organisation, the learner may be required to appeal to them directly. Please contact the Centre for advice.

### 4. The Appeals Process

4.1. The Centre has a three stage appeal process in place:

4.2. **Stage 1 - Enquiry.** Learners are encouraged to discuss the issue with their tutor/assessor in the first instance within **3 working days** of receipt of the assessment decision, to attempt to resolve it informally. There can be an immediate resolution to the issue once it has been raised in this way. At this stage, formal appeal procedures do not apply, but may allow for the enquiry to be resolved without the formal appeals process being followed.

4.3. **Stage 2 – Appeal.** If the learner is dissatisfied with the informal approach, they must submit their appeal in writing to the **Compliance Manager within 5 working days** of the date of the assessment decision. The appeal will be recorded on the Centres systems and allocated to a member of staff **Aderonke Aro / Compliance Manager** to investigate.

4.4. The investigating member of staff will have **5 working days** to investigate the issue and come to a resolution. The learner will be informed of the outcome in writing. At this stage, the learner is encouraged to refer to the Awarding Organisation's own appeals policy, usually found on their website.

4.5. **Stage 3 - Escalation.** If the learner is still dissatisfied with the outcome, they may then escalate the appeal to the Centre's **Quality manager within 3 working days** of receipt of the outcome at Stage 2. The individual will then investigate the issue. They will have **5 working days** to conclude the investigation and inform the learner in writing of the outcome.

4.6. Any timescales may be extended if the issue is complex and wide-ranging, and the Centre can justify any reasonable delay. This will be confirmed to the learner in writing.

4.7. At each stage of the appeals process, the learner will receive a formal acknowledgement within **2 working days** of receipt. At this stage, the Centre will confirm whether the appeal is in or out of scope of this policy and procedure.

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4.8. If the learner is still dissatisfied with the outcome of Stage 3 then they may appeal to the awarding organisation directly for the qualification they are undertaking. Details of the relevant awarding organisation can be provided by [Modupe Adeloye / Business Manager](#).

### **5. Potential Outcomes of an Appeal**

5.1. There are a number of potential outcomes of an appeal:

- a) Confirmation of the original decision
- b) The competence be re-assessed by the same or a different assessor.
- c) A judgement that the evidence presented is an adequate demonstration of competence and a recommendation that the assessment decision be reconsidered.
- d) Amendment of the original decision.

5.2. Where an appeal may affect other learners, the Centre will investigate these and inform the awarding organisation of any risks or issues about Centre delivery.

### **6. Version History**

| Version  | Date Published | Changes Made | Signed off by    |
|----------|----------------|--------------|------------------|
| 2024/002 | 22/02/2024     |              | Folajimi Adeloye |
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