



LEARNER APPEALS POLICY

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Last updated:	December 2019 Reviewed Nov 2020
Next review:	December 2021 or when there is a change in circumstances, in work practices or the introduction of new legislation.
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This policy meets all the requirements of SEN and Disability (SEND) Code of Practice. It will be reviewed annually or when there is a change in circumstances, in work practices or the introduction of new legislation.

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LifeBridge ASEND Principles for Learner Appeals

PURPOSE AND PRINCIPLES

To describe the process by which learners can appeal against an assessment decision and obtain accurate and fair assessment of their work or competences, if necessary, through the intervention of an appropriate third party.

INTRODUCTION

While every effort is made at LifeBridge ASEND to ensure that assessment decisions are correct and consistent and that all learners are treated fairly, disputes may arise.

SCOPE

This procedure will apply when any learner feels assessment has been carried out unfairly and wishes to appeal.

RESPONSIBILITIES

The Formal Education Programme Co-ordinator is responsible for ensuring that learners are informed of this procedure and that records of appeal decisions are entered in the programme files.

Any learner making an appeal against an assessment decision made by an external examiner or Assessor, is responsible for pursuing that appeal with the awarding or examining body.

APPEALS PROCEDURE

Internal Assessments

- Stage 1- Informal
 - The learner concerned must register their appeal with the Assessor within five working days of receiving the assessment decision.
 - The Assessor will respond to the learner within five working days
 - If the appeal is not resolved and the learner so wishes, then Stage 2 of the procedure will be invoked
 - If the learner concerned decides to take the appeal to Stage 2, the Assessor will advise the learner how to make a written appeal to the Formal Education Programme Co-ordinator (J. Haslam)
- Stage 2 - Formal
 - The learner will make a written appeal to the Formal Education Programme Co-ordinator within five working days of receiving the response from the Assessor

- The Formal Education Programme Co-ordinator will consult the Assessor and an Internal Verifier(s) for the programme who may, in turn, consult other appropriate persons
 - In the event of the Formal Education Programme Co-ordinator also being the Assessor, the appeal will be dealt with by an Internal Verifier who may consult other appropriate persons
 - The assessment decision will be internally verified to determine the validity of the appeal
 - The Formal Education Programme Co-ordinator, or Internal Verifier, as appropriate, will respond in writing to the learner within five working days of being informed of the appeal
 - If the dispute is not resolved, the Formal Education Programme Co-ordinator will provide information to enable the learner to pursue the appeal via the complaints procedure by contacting one of their Learning Mentors.
- The following are grounds for an appeal against assessment decisions, which is pursued via the complaints procedure:
 - procedural or organisational irregularities in the conduct of the assessment;
 - the assessment did not follow the assessment plan or model for the subject, unit or module;
 - misleading information about the assessment had been provided;
 - insufficient or inappropriate instructions or guidance had been provided;
 - insufficient opportunities to demonstrate competence had been provided;
 - Other grounds, acceptable to the Director of Post-nineteen Provision, excluding appeals based on questioning the academic or professional judgement of academic staff, or their professional or academic integrity.

External Assessments

- The learner making the appeal will write with details, to the LifeBridge Examinations Officer (Jeannette Smith).
- When the Examinations Officer receives a written notice of appeal from a learner, they will provide the learner with details of the process of appeal to the relevant external awarding organisation.
- The Examinations Officer will keep a record of written notices of appeal received from learners.

REVIEW

This procedure will be reviewed by the LifeBridge Leadership team annually or when an awarding organisation used by LifeBridge changes their procedure requirements.