Appeals Procedure

**Introduction**

This policy is for learners who are enrolled on or have taken an approved qualification or unit within the Training Centre. It sets out the process you should follow when submitting appeals to the Active Lancashire Training Centre and the process we will follow when responding to enquiries and appeals.

**Centre’s Responsibility**

It is important that learners and staff involved in the management, assessment and quality assurance of our qualifications are aware of the contents of this policy. All staff need also to be aware of and able to explain to learners, the internal appeal arrangements which learners can access if they wish to appeal against a decision taken by our centre. Where a learner has an issue with a decision made by the Centre, they must follow through the centre’s appeals process first. The awarding body, NCFE, will check that any learner raising an appeal against a decision made by the Centre, has followed the Active Lancashire Training Centre Appeals policy prior to appeal.

**Process for raising an appeal**

From the date of notification regarding a decision which a learner decides to appeal against, learner**s**have 5 working days in which to lodge an appeal against the Centre’s decision. In the event of an appeal, learners and centre staff should be advised to retain all the course or qualification evidence until a final decision is reached.

We will ensure that any learner who wishes to appeal is listened to and we will do our utmost to ensure that we fully utilise our internal appeals process to come to a decision. If, however there is still no agreement about an assessment outcome and the Centre has exhausted its appeals process we will support any learner in taking their appeal to the awarding body as a further appeal stage.

Upon receipt of all appeals, Active Lancashire Training Centre will acknowledge receipt of the appeal within two working days and aim to respond fully with an initial review of the potential appeal within 5 working days.

**Appeals Procedure**

The appeal procedure has 3 stages and there are templates to be used at each stage, as follows:

Stage 1

*For the Learner*

Where possible the appeal should be made, in the first instance, to the assessor who made the assessment decision. At this stage, the learner is recommended to put the appeal in writing, to the assessor, using the Active Lancashire “Learner Appeals Form”, (Annex 1) within 5 working days of the decision.

If for any reason Stage 1 is not feasible, learners should go directly to Stage 2.

*For the Assessor*

The assessor should explain to the learner his/her rationale for the decision that is being contested. The assessor is also required to record an overview of the appeal and the outcome of the discussion and forward this to Active Lancashire using the “Assessor Appeals Log” (Annex 2). Active Lancashire will retain this document as part of the appeal file.

Stage 2

*For the Learner*

If a learner is unable to appeal to their assessor and complete Stage 1, they should put their appeal in writing using the Learner Appeals Form (Annex 1) and forward it to the Active Lancashire Training Centre, within 10 working days of receiving the assessment decision.

If a learner has completed Stage 1 and remains dis-satisfied with the assessment decision and wishes to continue to challenge the assessment outcome, they are required to appeal in writing to Active Lancashire within 10 working days of Stage 1 having been completed. They should do this using the Appeals Form Stage 2, (Annex 3).

If they haven’t completed Stage 1, then the Stage 1 timescales apply in this stage.

Active Lancashire will acknowledge receipt of the Stage 2 appeal documentation within 10 working days of receipt and outline the course of action to be taken. Active Lancashire will appoint an individual who is completely independent of this process to investigate the appeal. Active Lancashire will write to the learner with the findings of the investigation and a decision regarding whether the appeal is justified within 10 days of receipt of the appeal.

These decisions will be recorded on the Learner Appeal Form 2, Annex 3.

All appeals should be sent to:

Beth Kay, Head of Centre, Active Lancashire Training Centre, Farington House, Lancashire Business Park, Leyland , Lancashire, PR26 6TW or bkay@activelancashire.org.uk.

Stage 3

If a learner has followed Stage 1 (if applicable) and Stage 2 of the appeals procedure and remains dissatisfied with the outcome, where applicable, they have the right to escalate their appeal to the awarding body, NCFE within 20 working days of the decision being communicated to them by the Active Lancashire Training Centre. The NCFE appeals procedure can be accessed online via [Appeals and Complaints Form - Customer Service | NCFE](https://www.ncfe.org.uk/contact-us/appeals-and-complaints)

This procedure will be reviewed annually.

Version Control:

|  |  |
| --- | --- |
| August 2021 | Beth Kay |
| August 2022 | Beth Kay |

Training Centre Learner Appeal – Form 1 Annex 1

|  |  |
| --- | --- |
| Learner’s name: |  |
| Date of assessment: |  |
| Name of the assessor(against whose decision the appeal is being made): |  |

|  |
| --- |
| Details of Original Assessment Decision: |
|  |
| Learner’s signature: |  | Date: |  |

To be completed by the assessor (if appropriate)

Assessor Response:

Date of meeting:

|  |
| --- |
| Signed: |
| Assessor: |  | Date: |  |
| Learner: |  |  |

Training Centre Assessor Appeals Log Annex 2

|  |  |
| --- | --- |
| Assessor: |  |
| Qualification: |  | Recognisedcentre: | Active Lancashire Limited  |
| Event number: |  | Venue/site: |  |
| Learner name: |  |
| Feedback: |
|  |
| Assessor Signature: |  | Date: |  |

Training Centre Learner Appeal – Form 2 Annex 3

|  |  |
| --- | --- |
| Learner name: |  |
| Learner registrationnumber: |  |
| Date appeal submitted: |  |
| Address: |  |
| Email address: |  |
| Contact telephonenumber: |  |
| Date of assessment: |  |
| Name of assessor:(against whose decision the appeal is being made) |  |

Describe the reasons for your appeal as fully as possible. Please include copies of any associated documents (e.g. learner evidence, record of feedback from the assessor involved). You should keep a copy of the completed form.

|  |
| --- |
| Type of Assessment and Nature of the Appeal |
|  |
| Details of Original Assessment Decision |
|  |
| Signature of learner: |  | Date: |  |

*Please attach any additional information, if necessary.*

To be completed by Active Lancashire Limited

|  |  |
| --- | --- |
| Date of appealsmeeting: |  |
| Meeting attendees: |  |
| Summary of the meeting discussions: |  |
| Outcome of the Meeting: |
| Uphold the original assessment decision |  |
| Offer the learner an opportunity for a resit/reassessment free of charge |  |
| Overturn the original decision |  |