



Skills People Group

QUALIFICATIONS & TRAINING

Appeals Policy



1. Introduction

Skills People Group consists of the following companies.

- *Construction Skills People*
- *C&G Assessments and Training Ltd*
- *Training Futures UK Ltd*

The assessor/tutor will make assessment decisions about work produced by a learner and state if it meets the criteria for successful completion. If a learner disagrees with the decision made by the assessor/tutor, they have the right to express their concern and make an appeal about the outcome.

Information relating to an appeal may be shared internally to help investigate the decision and externally with third parties such as awarding bodies and regulatory bodies. Sharing will only take place where the law allows it and in compliance with current data protection legislation. Consent can be withdrawn at any time by contacting the Data Protection Officer.

If the outcome of the appeal at any stage leads to a failure in the assessment process, an investigation will be conducted to determine if there are other learners affected. If this is the case the company will take reasonable actions to reduce the impacts on learners.

2. Purpose

The purpose of this policy to ensure that all appeals are resolved fairly and in a timely and professional manner.

3. Appeals

If a learner feels that they are not being fairly treated, or the assessor/tutor has made an inaccurate assessment decision they are to follow the policy below:

Stage 1 – Assessor/Tutor Investigation

The learner should discuss the concern with their assessor/tutor.

The assessor/tutor must consider the reasons for the concern and give the learner an immediate response.

If the learner is not satisfied with the assessor/tutors' final decision, the assessor/tutor should be informed immediately.

Once notified of the appeal by the learner, the assessor/tutor has 2 working days to complete an Appeals Form. Submit it to their IQA and inform quality@skillspeoplegroup.com with any supporting evidence.

**The Appeals form is located on page 4, annex a.*

Stage 2 – Formal Appeal

During the formal appeal stage, all parties are to act professionally at all times, allowing the matter to progressed to the formal stage if necessary. Under exceptional circumstances or, if the learner requests it, the IQA will make arrangements to ensure the learner and other learners are not disadvantaged throughout the formal appeal process.

The IQA will acknowledge receipt of the appeal within 2 working days.

The IQA will reconsider the assessment decision, taking into account the reason for appeal, associated evidence, records and the assessor/tutors' reason for their final decision.

The IQA will provide the learner and assessor/tutor with their reconsidered decision, in writing, within 10 working days of receiving the appeal.

If the outcome from stage 2 is not acceptable to the learner, they have the right to inform the IQA and proceed to stage 3.

Stage 3 – Appeal Investigation

At this stage, the appeal will be passed to the Centre Manager and if required reviewed by another senior manager. This will usually be the lead IQA Manager responsible for managing the course or award.

The investigating lead will seek to ascertain the facts of the appeal, the investigating lead will have not been involved with the earlier stages of the appeal process.

The final decision will be communicated by the lead IQA Manger and/or Centre Manager within 10 working days of receipt at the investigation stage.

Stage 4 – Appeals beyond the company

If the learner is not satisfied with the decision they have the right to contact the appropriate awarding body. Awarding Body details are recorded within the portfolio or alternatively, can be requested at any point from the training assessor/tutor, IQA, Lead IQA Manger or Centre Manager.

The Awarding Body will then inform the learner of their own appeals policy and how that is instigated.

Should the learner be unhappy with the decision of the Awarding Body they may then request a final appeal with the regulator (OfQual) <https://www.gov.uk/government/organisations/ofqual>

4. Retention

Appeals will be securely retained for a minimum of 3 years from receipt. The companies' retention period is set out to comply with awarding body certification retention periods and government guidance. After this period the complaint will be securely destroyed.

5. Right to Access

Learners have individual rights to access personal data that is being held about them either on computer or in manual files. Any person who wishes to exercise this right is required to submit a subject access request to The Data Protection Officer.

Refer to the following policy for further information about a subject access request.

- *Subject Access Request Policy*

6. Review of Appeals

The Quality Manager and Centre Manager will have the responsibility for reviewing all appeals and their outcomes quarterly. These may inform future changes to delivery, identify any trends and indicate a need to take further action.

Annex a - Formal Appeals Form

If a learner is not satisfied with their assessor/tutor's final decision at stage 1 of the appeals process, the assessor/tutor will complete and submit this form together with any supporting evidence to their IQA and the quality team who will record and monitor the outcome quality@skillspeoplegroup.com

Assessor/Tutor complete this section									
Learner Name					Assessor/Tutor				
Qualification					Level				
Awarding Body					Registration Number				
IQA Name					Date submitted to IQA				
Stage 1 - Reason for the Formal Appeal									
Stage 2 – IQA Investigation and Outcome									
Date learner informed	D	D	M	M	Y	Y	Learner satisfied with the decision	Yes	No
If the learner is not satisfied with the final decision at stage 2 proceed to the next stage									
Stage 3 – Senior Manager Investigation and Outcome									
Name of Investigation Lead					Position				
Who else was involved in making this final decision?									
Date learner informed	D	D	M	M	Y	Y	Learner satisfied with the decision	Yes	No
If the learner is not satisfied with the final decision at stage 3 proceed to the next stage									
Stage 4 – External Investigation									
Date submitted	D	D	M	M	Y	Y	Submitted by:		
Outcome									

Document Control

Date of change	Version	Overview of amendment	Amended by (Job Title)	Approved by	Approval date
25-06-18	2	Policy revised, and cover sheet added	Sharon Lawrence (Quality Manager)	A Warham	26-05-17
07-12-18	3	Appeals reporting form has been updated. The policy has been revised and updated to include: lead IQA and/or Centre Manager investigates at stage 3, GDPR changes, retention, right to access personal information, monitoring of appeals and the impact on learners.	Julie Lawton (Quality Manager)	T Armstrong	07-12-18

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