

<b>Family</b>	<b>Quality of Delivery</b>	<b>Reference: ARCPO020</b>
<b>Policy title</b>	Appeals Policy	
<b>Policy owner:</b>	Quality Manager	
<b>Policy author:</b>	Quality Manager	
<b>Date:</b>	08.12.2022	
<b>Next Review date</b>	01.12.2023	
<b>Applies to:</b>	All Staff SLT Learners/apprentices/candidates	
<b>Associated Documents</b>	Learner Disciplinary policy Learner Handbook IQA Handbook	

## Rationale

A learner is entitled to appeal against an assessment decision if they consider that they have been treated unfairly.

It is expected that informal attempts to resolve the matter will have taken place before the formal appeals procedure is invoked.

This policy refers to all internal assessment decisions in addition, external bodies may have their own appeals procedures and further details of these can be obtained from the Quality Manager.

## Policy Statement

Arc Group is committed to ensuring that assessment decisions are accurate, consistent and fair. The appeals procedure exists to allow learners to seek a review of decisions that they consider to be unfair.

## Entitlement

Learners have the right to appeal against an internal assessment on the following grounds:

- that in the assessment or marking, the stipulated assessment procedure was not followed, or
- information is, or was, available which could have had a bearing on the assessment or mark, but was not considered by the assessor or was unreasonably rejected

## Implementation

If a learner wishes to appeal against an internal assessment decision, then the following procedure should be adopted:

1. The learner must inform their trainer or internal verifier of their dissatisfaction within 10 working days of receiving the decision. An informal discussion will take place between both parties to attempt to resolve the situation. Either party may request the involvement of the Team Manager/Quality Manager/IV in such a discussion.
2. If the matter is not resolved through discussion, then the learner must appeal in writing to the Head of Department within 5 working days of the outcome of the failure of the informal discussion. The

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learner must clearly set out their grounds for appeal this can either be completed via letter or through a appeals and complaints form (downloadable from our website)

3. The Quality Manager will convene an appeal meeting within 10 working days of notification of the formal appeal. The Manager of the relevant area or other appropriate manager who will be invited to attend the meeting along with the member of staff who made the original assessment decision.
4. The learner may be invited to attend the meeting to explain his/her case
5. The Quality Manager will make their decision based on the evidence provided and the learner will be notified in writing of this decision within 5 working days.
6. If the learner is unhappy about the response in writing, he/she can ask for a personal hearing with the Operations Director
7. The learner will be notified in writing of the outcome within 5 working days of the meeting.
8. The decision of the Operations Director is final unless external regulations allow for further steps to be taken
9. It is also the responsibility of the Operations Director to ensure the Awarding Body/EQAs/other external organisations as required has been notified that an Appeal has been lodged.
10. If you remain dissatisfied with the response to your appeal from ARC Academy, you can request the contact details for the awarding body and the qualification regulator for your qualification, and you will be advised how to escalate your appeal to them

### **Further Notes**

All managers reserve the right to consult with external bodies (such as NSAR and Sentinel) for advice.

### **Monitoring of Policy**

This policy will be monitored via the annual review cycle. In addition, any appeals and decisions will be monitored by the Quality Manager via the Quality Review Board.