

## Learner Enquiry & Appeals Procedure

KEITS Training Services Ltd aims to ensure that all of its assessments and assessment results are fair, consistent and based on valid judgements. However, it does recognise that there may be occasions when a learner may wish to question a decision made.

If you disagree with an assessment you have ten working days following the assessment to make an appeal. There are three stages of the enquiry and appeals procedure if your query relates to a vocational assessment decision. There is a separate procedure to follow if your enquiry relates to an external assessed qualification, information contained within this document.

### **What you should do if you want to appeal against an assessment decision:**

#### STAGE 1:

You should first discuss the matter with the assessor who has made the decision, this may be a verbal discussion or you may prefer to put it in writing in which case please complete the appeals form attached to this document.

You will need to be able to explain why and how you feel that your performance has met the required standard.

The assessor will discuss the decision with you and explain the reason for their decision in relation to the standards.

If you have completed the appeals form the assessor will complete the appropriate section on the appeals form.

#### STAGE 2:

If you are not satisfied with the decision as a result of your appeal and the matter is not resolved, then the appeals form must be completed and details will be sent to the Centre Quality Assurance co-ordinator (QAC) Rebecca Diamond, who will ask the lead Internal Quality Assurance (IQA) for that vocational sector, to try to resolve the appeal. They will talk to you, and your assessor to try and resolve the problem.

If still unresolved, the IQA will hold a meeting with you and the assessor, to discuss all the issues and try to reach a satisfactory conclusion. The IQA will complete an appeals form, stating the conclusions, which have been made.

If you are still unhappy with the conclusion you may ask to be assessed again by another assessor. You will be notified of the assessment decision directly after the assessment and notified in writing within ten working days.

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Learners	Learner Appeals Procedure	RD	Aug '14	2 – Aug '14	August '16

If you are still unhappy with the decision you can put your case to the awarding organisation. They will undertake an investigation involving the External Quality Assurance Consultant (EQAC) and an appeals panel. The decision of this panel will be final.

If KEITS are found to be at fault then KEITS will pay any fee incurred, if you are found to be at fault then you might be liable for any fee incurred.

Learner's Name	
Employment Location	
Assessors Name	
Assessment Date	
Qualification name	
Unit or assessment title	
Brief outline of assessed activity	
Why do you think you should have achieved the assessment	
Assessor feedback provided to explain assessment decision	
Notes on review of evidence	
Has the assessment decision been amended	Yes/No
Is the learner happy to accept the decision	Yes/No
If no identify referral date to QAC	

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**What you should do if you want to appeal against an externally assessed qualification decision:**

**NB: Any enquiry relating to the above MUST be received within 60 working days of the notification of the result.**

If you are not happy with the result of a test result you do have the right to appeal. You may appeal directly to the awarding organisation, however we will be happy to handle the appeal for you. It may be that we have a number of learners who are not satisfied with the results for a particular test and by submitting a claim for a number of learners together it will add strength to the case.

If you submit the information to your assessor they will complete the above form and submit it to the QAC who will process the claim.

If you wish to process your own claim we will provide you with the correct web link or paperwork so that you can apply directly. This will require you to send the following information to the Enquiries & Appeals Co-ordinator, Policy, City & Guilds, to be received within 60 working days from the date of notification of the result.

1. Completed Form CANEX- available from C & G website ([www.cityandguilds.com](http://www.cityandguilds.com))
2. Copy of the official notification of the result-available from KEITS
3. The relevant fee

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