

LEARNER APPEALS PROCEDURE

1. Principles

Future Focus has in place a policy, which together with its associated procedures provides for an appeals procedure to ensure that Centre policies and procedures are applied appropriately, fairly and consistently to all learners.

Future Focus will allow any learner the right to appeal against decisions made under the Centre's Policies and Procedures. While the Director is responsible for the implementation and development of this policy, all members of the staff and learners are to be responsible for the effective operation of this Policy and Procedure in a similar manner.

2. Policy

At Future Focus we allow the learner to inquire into any assessment. Further, the learner is given the right of appeal against an assessment decision. The aim is to provide for an opportunity for reaching agreement between the learner and the assessor.

It is a policy of Future Focus to standardise and record any appeal to ensure openness and fairness. We strive to ascertain a learner's ultimate right of appeal where appropriate, whilst protecting the interests of all learners and the integrity of the qualification.

The Appeals Policy is explained during the induction or primary session and learners are informed about the procedure that is in effect should they require to appeal any decision.

3. Procedure

Learners wishing to appeal must do so within two weeks of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal. At this stage the learner may make his appeal verbally, however it is mandatory that following this initial stage, the appeal is made in writing.

The learner must send a letter or email of appeal. This should include a statement that clearly states the decision that is being appealed against, the basis for the appeal, and the remedy the learner is seeking. The letter or email of appeal may include new evidence to support the appeal for any personal circumstances that the learner wishes to be considered. Learners are required to provide as much information as possible regarding the disputed assessment decision, which must include:

- i. The date and type of the assessment
- ii. The name of the assessor involved
- iii. A brief outline of the reason for the appeal
- iv. Any associated documents (learner evidence, record of feedback from the assessor involved).

Upon receipt of the appeal Future Focus will contact an independent person required to conduct an appropriate review of the evidence and reassess the learner's work against the assessment criteria for the qualification, where required. The Centre's Appeal Board will write to the learner to acknowledge receipt of the appeal within two weeks and outline the course of action to be taken. An investigation/inquiry will be carried out. The appellant is contacted in writing within 3 weeks with the findings and a decision as to whether the appeal was justified.

The appeal is forwarded to the assessor of the disputed assessment, who will then explain and give reasons for his decision.

Quality Assurance Policies and Procedures

Future Focus will communicate the decision to the learner in writing within one week of the decision having been made. This will be to either:

- i. Uphold the original decision
- ii. Offer the learner an opportunity for a resit/reassessment
- iii. Overturn the original decision.

All decisions are recorded, communicated to the assessor, and copies of records of appeals are retained. These records are retained also for inspection by the awarding body.

Future Focus shall strive to take appropriate action to protect the interests of other learners and the integrity of the qualification, and will monitor appeals to ascertain quality improvement.

This policy will be reviewed every 12 months