



Appeals Policy and Procedures

The appeal procedure in this instance relates to assessment issues i.e., to any occasions where a learner feels that feedback or the result awarded to a piece of work does not accurately reflect the quality of work presented. This is applied to all learners in all our countries and learners are made fully aware of this Policy.

Reasons for appeal

- The assessment criteria have not been fairly applied
- Mitigating factors which the student feels should be taken into account

Before resorting to the appeal procedure it is recommended that the learner approach the assessor to discuss the matter.

Appeals Process

Step One:

The learner should contact the Internal Moderator (gilltipping@tiscali.co.uk) within 14 days of receiving the results to discuss the grounds of appeal and to attempt an informal resolution.

Step Two:

If appropriate the Internal Moderator will arrange for the assignment to be re-marked by another member of the team. The outcome of the Step 1 review will be communicated to the appellant in writing within 14 working days of receipt of the appeal. Where Step Two review will take longer than 14 working days, the appellant will be informed of the situation and provided with a revised timescale.

Step Three:

If the learner remains dissatisfied with this outcome, then the training manager may be asked to consider the matter after taking into account the view of both parties. The decision of the training manager will be communicated to the appellant in writing within 20 working days of receipt of the appeal.

Step Four:

If the student remains dissatisfied with the outcome of the appeal, then s/he may ask that the External Moderator be brought in to resolve the matter. Appellants have 10 working

days following receipt of a decision made at the formal appeal stage (Step Three) to appeal to Circle of Life Rediscovery CIC in writing.

Review date: January 2024