Circle of Life Rediscovery

Learner Appeals

Policy & Procedure

Appeals Policy and Procedures

Appeals to Circle of Life Rediscovery

1.1 Appeals

Any individual or organisation that is affected by an assessment decision made by Circle of Life Rediscovery and their assessors is eligible to take advantage of the appeals process.

1.2 Learner appeals

Appeals may be made regarding areas of concern from learners, including but not limited to:

- Administration and assessment errors
- Perceived discrimination
- Request for reasonable adjustments or special considerations
- Failure to take into account any special circumstances
- Decisions relating to malpractice or misconduct

Learners are strongly recommended to informally pursue any appeal, enquiry, or grievance by making a telephone or email enquiry to Circle of Life Rediscovery before following formal systems, as many appeals can be resolved satisfactorily through these informal means.

There is a time limit for making appeals of 3 weeks from course completion. There is a time limit of a further 3 weeks for Circle of Life Rediscovery to review this appeal. An appeal review fee is payable to Circle of Life Rediscovery (refundable if the appeal is upheld).

Disagreement with an assessment judgement is not normally grounds for an appeal. Circle of Life Rediscovery assessors follow strict criteria when making their assessment decisions in accordance with ITC assessment specifications.

Appeals generally fall into the following broad categories:

a) Administration error - perhaps a mistake in recording results.
b) Assessment error - perhaps using criteria other than those specified in the qualification.
c) Discrimination - the method of assessment was not fair and reasonable under the circumstances, or the assessor was biased or prejudiced.
d) Decisions regarding reasonable adjustments and special considerations

1.3 Specific point of contact

Ask for Marina Robb, Director, Circle of Life Rediscovery, Tel: 01273 814226

1.4 Summary of appeals process

The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by Circle of Life Rediscovery with a minimum of delay.

a) Clarification of the original decision
b) Informal dialogue to review the context and criteria of the decision.
c) If informal methods are unsuccessful then a formal appeals in writing can be initiated by the affected individual.
d) Circle of Life Rediscovery to contact and discuss the assessment decision with the course assessor and review all available and relevant evidence.
e) Reference may be made to ITC First for guidance, if specialist expertise is required.
f) Appellant informed of decision and any subsequent actions by the Centre.
g) Where the decision is over turned the affected individual will be informed.

h) Where the decision remains unchanged or the affected individual is dissatisfied, the learner may refer directly to ITC First using their Appeals Procedure that is available as a download from the website or by request to the ITC Office.
i) All learners have the right to raise a **COMPLAINT** to the external regulators of the qualification they are enrolled upon, regarding their appeal. If learners are not satisfied with how their appeal has been handled by ITC First then learners may also refer a **COMPLAINT** to the appropriate external national regulator Ofqual or SQA accreditation.

Ofqual – www.ofqual.gov.uk
SQA Accreditation – accreditation.sqa.org.uk

Note: Regulators will scrutinise Circle of Life Rediscovery and ITC First against their published procedures. **THE REGULATORS CANNOT OVERTURN ASSESSMENT DECISIONS OR ACADEMIC JUDGMENTS**.

1.5 Monitoring, reporting and evaluating appeals decisions

Learners' appeal enquiries will be dealt with according to the timescales contained in Circle of Life Rediscovery Customer Charter. Should the result of an appeal call into question the accuracy of other Circle of Life Rediscovery results then each questionable result will be investigated by the Centre Manager. Appropriate and proportionate action will then be taken which may include:

a) An increased level of scrutiny in the relevant area.
b) Reporting to our Awarding Organisation/Body

1.6 Personal interest

All appeals decisions made by Circle of Life Rediscovery will follow these published procedures and will be taken by individuals who have no personal interest in the decision(s) being appealed.

1.7 Appeals against Circle of Life Rediscovery decisions

These maybe referred to ITC First only after the full Centre appeals process has been followed.

Contact:
ITC First Chief Executive Officer
0345 370 7610
www.itcfirst.org.uk