



# Appeals Policy

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**By:** Stuart McNicoll

## Scope of the Policy

This policy is provided for Omnia Training Solutions customers, including learners and staff members who are using or delivering the courses and qualifications that

Omnia Training Solutions offer.

## Location of the policy

This policy is available for all staff members, third parties and learners to access.

## Communication of the policy

It is important that staff involved in the management, delivery, assessment and quality assurance of TQUK qualifications and learners undertaking these qualifications, are fully aware of the contents of the policy.

## Review of the policy

Omnia Training Solutions will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by TQUK or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Policy Statement

All learners have the right to challenge the outcomes of their assessment decisions, if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues.

These issues may include the following:-

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The opportunities offered in order to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- Access to Internal Verification
- The handling of an appeal
- Administrative issues e.g. failure to register/apply for certification

## Statement of Principle

This policy is in place to enable Omnia Training Solutions learners to enquire, question or appeal against an assessment decision. Omnia Training Solutions will aim to reach an agreement with a learner at the earliest opportunity, regarding any appeals that are made.

Omnia Training Solutions will ensure that:

- Internal assessments are conducted by members of Omnia Training Solutions staff who have appropriate knowledge, understanding and skills in this area.
- Assessment evidence provided by learners is produced and authenticated according to the requirements of TQUK for the subject concerned.
- The consistency of internal assessment will be maintained by internal verification and

standardisation.

If a learner wishes to appeal, the appeal must be lodged in writing with the relevant

**Omnia Training Solutions** staff member within 7 working days of the learner being notified of the assessment decision. The relevant centre staff member will then attempt to find a solution with the learner, assessor/tutor and internal verifier.

Any **Omnia Training Solutions** staff member undertaking an appeal investigation must be independent from any assessment decisions made as part of a learner's qualification.

The relevant **Omnia Training Solutions** staff member will acknowledge the appeal within 2 working days of receiving it **Omnia Training Solutions** staff member will investigate the appeal. Investigations may include undertaking interviews with any relevant parties.

The learner will be informed of the investigation outcome and decision within 10 days of the appeal being lodged (this may be extended, depending on the nature of the appeal). If the staff member feels the appeal is to be upheld, the learner will be notified of this in writing, within 2 working days of completion of the investigation.

The relevant procedures will be followed to ensure the learner's assessment decision is changed to show the correct mark and/or decision.

If an appeal from a learner is upheld by the centre staff member, any lessons learners from the investigation will be reviewed by **Omnia Training Solutions**. Any staff member involved in the appeal will be offered suitable training, if appropriate. The outcome and action plan from all appeal will be dealt with on an individual basis.

If an appeal is not upheld, the learner making the appeal will be given a written explanation detailing the reasons for the appeal not to be upheld.

If the learner is not satisfied with the appeal decision made at centre level, the learner can instruct the centre to contact **TQUK** in order to escalate the appeal. **TQUK** will investigate any appeals made in line with **TQUK's** Appeals Policy.

All documents relating to an appeal must be saved and stored securely in the centre. **TQUK** must be given access to any information or documents regarding any appeals, when requested.

